

# **OCCUPATIONAL OUTLOOK & TRAINING DIRECTORY**

## **SAN FRANCISCO 2003**

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EMPLOYMENT DEVELOPMENT DEPARTMENT  
STATE OF CALIFORNIA

CALIFORNIA CAREER RESOURCE NETWORK (CALCRN)



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# **Occupational Outlook & Training Directory**

## **San Francisco 2003**

A product of the California Cooperative Occupational Information System (CCOIS)

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### **The Private Industry Council of San Francisco, Inc.**

745 Franklin Street, Suite 200  
San Francisco CA 94102  
Phone 415.923.4003  
Fax 415.923.6966  
TDD 800.735.2929 (CRS)  
[www.picsf.org](http://www.picsf.org)



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1650 Mission Street, Suite 300  
San Francisco CA 94103  
Phone 415.431.8700  
Fax 415.431.8702  
TDD 800.735.2929 (CRS)  
email: [411@picsf.org](mailto:411@picsf.org)





## ACKNOWLEDGMENTS

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The San Francisco Employers  
who provided their time, energy and information  
to complete hundreds of surveys.

The Private Industry Council of San Francisco, Inc.  
Lynn Bunim, Chair  
Pamela S. Calloway, President  
Greg Marutani, Vice President, Administration

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Leonard C. Sullivan, Labor Market Information Coordinator  
Project Supervisor

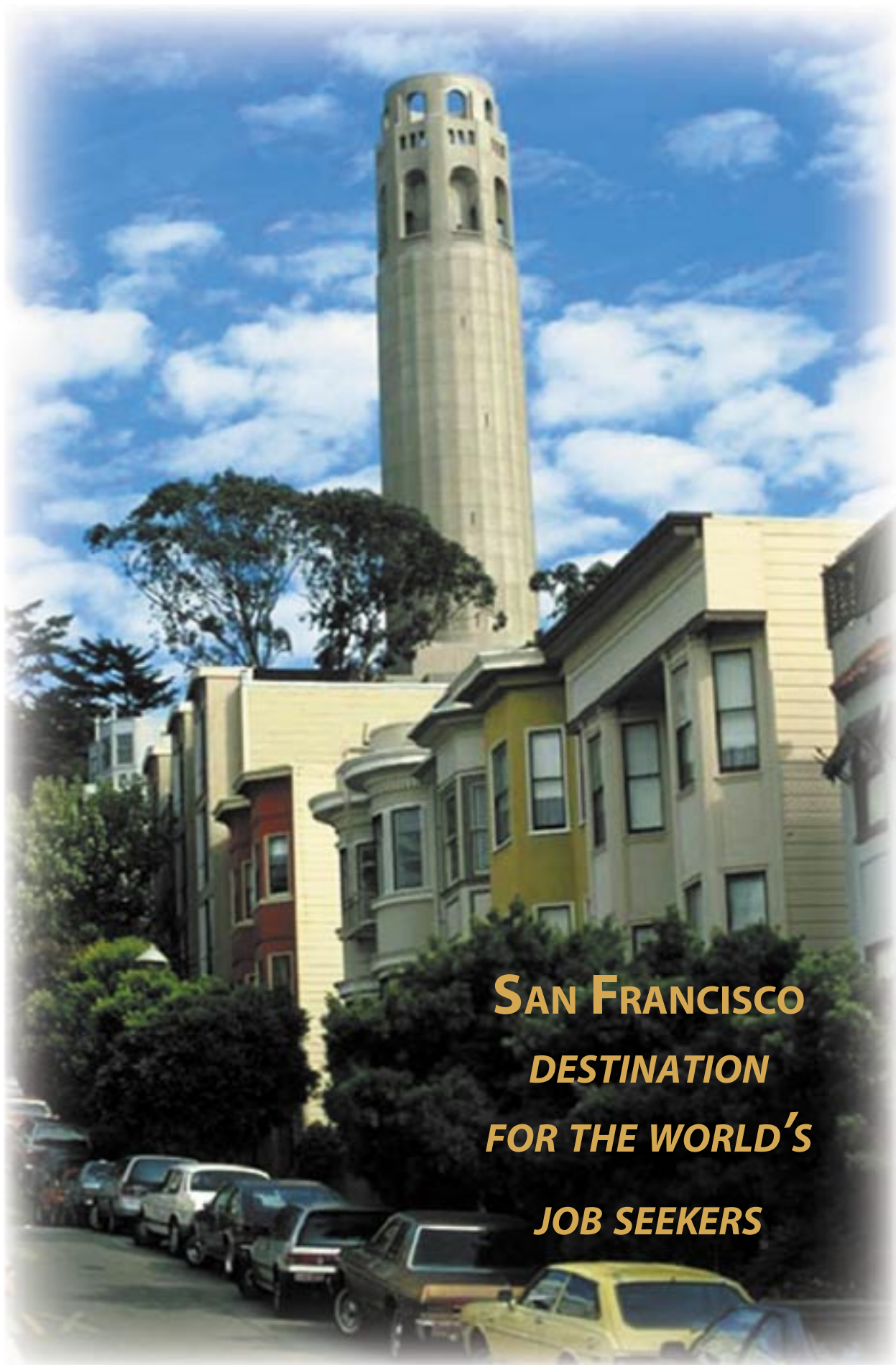
Molly Rosenfeld, Chief Research Assistant  
D. Scott Duncan, Research Assistant  
Elizabeth Sallaberry, Research Assistant

---

Labor Market Information Division  
Employment Development Department  
State of California  
Brendan Kelly, Manager, CCOIS Group  
Fran Styron, CCOIS Unit Manager  
Diana Portillo, Site Analyst

The California Career Resource Network (CalCRN)





**SAN FRANCISCO**  
***DESTINATION***  
***FOR THE WORLD'S***  
***JOB SEEKERS***

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## INTRODUCTION

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The labor market information presented in this report was collected through the cooperative efforts of the Private Industry Council of San Francisco, Inc. (PIC) and the Labor Market Information Division (LMID) of the State of California Employment Development Department (EDD) as part of the California Cooperative Occupational Information System (CCOIS). The goal of the CCOIS is to improve the match between the labor needs of employers and the skills of job seekers by providing current, localized occupational information.

This is the twelfth year that the Private Industry Council of San Francisco has participated in the CCOIS program.

The PIC, a nonprofit corporation, provides employment, training and research services to employers and job seekers in San Francisco. As a public/private collaboration for workforce development, the PIC addresses the private sector's needs for labor market information and skilled, job-ready employees in a diverse and rapidly changing workforce.

Also, the PIC provides training and job placement services for dislocated workers, public assistance recipients, low-income adults, youth and older workers, refugees and homeless individuals. For Bay Area employers, the PIC offers information and programs on tax credits and other financial incentives.

LMID regularly collects, analyzes and publishes information about California's labor market, which consists of over fifteen million workers and over one million employers.

In addition to employment and unemployment data, LMID provides

economic planning information, industry and occupational information, social and demographic information, and a variety of other statistics.

Additionally, LMID provides a variety of services, such as technical assistance to data users, and preparation and publication of reports for the state and most sub-state geographic areas.

CCOIS is a partnership of state and local agencies that produce local occupational and labor market information. It operates in 38 sites that represent California's 58 counties.

At the state level, EDD provides technical and financial assistance to the Local Partners and administers CCOIS under the advisement policy guidance of the California Career Resource

Network (CalCRN).

This report for 2003 contains profiles of 22 occupations. Over 300 employers representing nearly 4100 employees are represented in this report. The data are based upon confidential questionnaires completed by employers during the last quarter of 2003.

With this twelfth Occupational Outlook Report, about 160 different occupations have been surveyed by the PIC in conjunction with the CCOIS. A list of those occupations are appended to this report.

San Francisco approved a new minimum wage of \$8.50 per hour effective February 23, 2004. This action affects the 2003 wages shown on certain occupations in this report. Information on the Minimum Wage Ordinance can be found on San Francisco's official web site (<http://www.sfgov.org>).

## OCCUPATIONAL OUTLOOK REPORT SAN FRANCISCO 2003



## WHO USES THIS REPORT?

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The occupational information in this report is used by a variety of organizations and individuals for different purposes.

**CAREER DECISIONS:** Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized, timely, real-world, easy-to-read information includes employer requirements and preferences, wages, labor demand, and sources of employment and training.

**PROGRAM PLANNING:** This report provides local planners and administrators with employment and training information as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

**CURRICULA DESIGN:** Training providers can assess and update their curricula based on current employer needs and projected trends.

**ECONOMIC DEVELOPMENT:** Local government agencies and economic development organizations will find information on the labor pool (such as occupational size, expected growth rates, and wages) useful in determining the potential for business growth and development in the County's labor market area.

**PROGRAM MARKETING:** Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

**HUMAN RESOURCES MANAGEMENT:** Both small business owners and large corporate human resources directors can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion.

The report also contains a training directory that lists training providers in San Francisco County offering programs or courses for most of the profiled occupations.

**TRAINING DIRECTORY:** Training directory information was collected during 2003 by the Employment Development Department's (EDD) Labor Market Information Division (LMID) and is stored in a database of the California Training & Education Providers (CTEP). It can be accessed online at [www.soicc.ca.gov/ctep/](http://www.soicc.ca.gov/ctep/).

The providers include public and private colleges and universities, regional occupational programs (ROP), community-based organization training programs, and private vocational schools. It is recommended that those who are interested in training contact the school for additional information.

The Private Industry Council of San Francisco and EDD provide this list of available training programs for reference and do not advocate any particular training provider.

This report is intended as a reference from which to base and support many employment decisions. For further information, please contact the Labor Market Information Coordinator of the PIC.

## PROGRAM METHODS

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**ABOUT TWENTY-FIVE OCCUPATIONS** are selected for survey research each year. Employer samples and questionnaires are developed, surveys are conducted with employers, and the resulting data are compiled, analyzed and summarized in a report disseminated to users in San Francisco and beyond. The following is a summary of the methodology used:

**SELECTION OF OCCUPATIONS:** Occupational projection tables prepared by the Employment Development Department's Labor Market Information Division (LMID) were reviewed. These tables provide past and expected future employment trends and projected job growth rates for occupations in San Francisco County. From this information, a preliminary list of occupations was developed. Staff from vocational programs, educational institutions, economic development organizations, labor, employers, other programs, and the Private Industry Council of San Francisco (PIC) then reviewed this list. From the input of these representatives and the PIC staff, a final list of occupations for survey was developed.

**DEFINITION OF OCCUPATIONS:** An occupation is defined as the name or title of a job that identifies the various activities and functions of a worker; that is, occupations represent what workers do. The method of categorizing occupations used in the 2003 CCOIS program is the Standard Occupational Classification system or SOC, developed by the Bureau of Labor Statistics (BLS), U.S. Department of Labor. The SOC system is used to study nationwide staffing patterns within industries; it contains over 820 occupational categories, split into 23 major groups, 96 minor groups and 449 broad occupations.

**SURVEY SAMPLE SELECTION:** Survey samples were developed for each occupation surveyed for 2003. Labor Market Information Division staff, using detailed databases, developed an initial sample of employers for each of the occupations. PIC staff then carefully reviewed the samples and employers were added or deleted in order to obtain a final sample of at least 40 employers per occupation (or as many as could be identified, if fewer than 40).

**QUESTIONNAIRE DEVELOPMENT:** Separate questionnaires were developed for each of the survey occupations. The Employment Development Department developed a framework of questions to be asked for each occupation.

**SURVEY PROCEDURES:** Employers were contacted by telephone, fax, e-mail and mail to complete the questionnaire. Response goals were set for each occupation based upon the sample size. For a standardized sample of 40 employers, the response goal was 15 completed questionnaires. For a smaller-sized sample, the response goal was at a higher rate. Response goals were also set in terms of industry representation and occupational employment totals.

**TABULATION & RESULTS:** Completed questionnaires were entered into a Labor Market Information Division customized database and summary tabulations were produced. Using the tabulations and other information, the data were analyzed and occupational profiles were prepared by the PIC staff.

**SPECIFIC EMPLOYER INFORMATION IS, AND ALWAYS WILL REMAIN, STRICTLY CONFIDENTIAL.**

## USING THE OCCUPATIONAL PROFILES

### **OCCUPATIONAL TITLE, DEFINITION, OES CODE:**

Occupations are presented alphabetically according to the Standard Occupational Classification (SOC) system. The titles, definitions, and codes are based on this system from the U.S. Department of Labor, Bureau of Labor Statistics, which classifies all workers into one of over 820 occupations, split into 23 major groups, 96 minor groups and 449 broad occupations. (More information at <http://www.bls.gov/soc/home.htm>). Also, any alternate occupation titles are printed here.

**WAGES:** Data are shown for three skill and experience levels differentiated between union and nonunion categories if union employment comprised 20-80 percent of responses. The data are not intended to represent official prevailing wages; using them for wage and salary administration is discouraged. An em dash (—) indicates insufficient data was received.

**EXPERIENCE:** Related work experience, type and duration is reported here. Employers are often very flexible in this area, willing to substitute training for experience.

**WORK HOURS:** This section identifies an average number of hours that full-time, part-time, temporary, seasonal and/or on-call employees may work in the occupation. Shift work information is also included.

**EDUCATION AND TRAINING:** Here educational requirements and any training that may be accepted in lieu of experience is presented.

*Although the minimum educational requirements are not always essential for the performance of job duties, the lack of education can create a barrier with some employers during the hiring process.*

**BENEFITS:** Information indicates the extent to which responding employers make available medical insurance and other benefits to full-time and part-time employees. Benefits for part-time employees are presented if part-time employment is significant. An em dash (—) indicates not applicable. Key descriptive terms used in this and other sections of the occupational profiles are:

**All — 100% of respondents.**

**Almost All — 80 to 99% of respondents.**

**Most — 60 to 79% of respondents.**

**Many — 40 to 59% of respondents.**

**Some — 20 to 39% of respondents.**

**Few — less than 20% of respondents.**

**Occupational Skills & Abilities:** This section lists basic, personal, technical, physical, computer and language skills important for job entry. The information was selected from the web site of O\*NET™ OnLine (<http://online.onetcenter.org>).

**RECRUITMENT METHODS:** Lists the three main sources employers use to recruit employees.

**SUPPLY & DEMAND ASSESSMENT:** Shows the relative difficulty employers report finding qualified applicants for entry-level or experienced positions. These terms classify occupational supply and demand in the County:

**Very difficult** — Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

**Moderately difficult** — Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

**Not difficult** — Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

## USING THE OCCUPATIONAL PROFILES

### —EMPLOYMENT TRENDS —

**OCCUPATION SIZE:** The Employment Development Department's Labor Market Information Division projected level of employment in the occupation compared to the total projected employment in the County. These terms describe the occupational size:

**Small** — Less than 895 employed (less than 0.15 percent of total employment)

**Medium** — Between 895 and 1,789 employed (0.15 to 0.29 percent of total employment)

**Large** — Between 1,790 and 3,876 employed (0.30 to 0.64 percent of total employment)

**Very Large** — 3,877 and above employed (0.65 or more percent of total employment)

**2003 ESTIMATED EMPLOYMENT:** The Employment Development Department's Labor Market Information Division estimated number of workers in the occupation.

**PROJECTED JOB GROWTH:** Describes the expected occupational growth rate in San Francisco County from 2001-2008. The projections are based upon data contained in the State of California Employment Development Department (EDD) report, Projections and Planning Information (San Francisco County). Be advised that the projections are based upon historical data, long-term trends, and the assumption that these trends will continue. Given changing economic conditions, readers should supplement this data with other labor market information sources before drawing conclusions. Declining rates are shown with a minus sign and parentheses.

*A cautionary note: The change from the OES occupational classification system to the SOC for 2003 causes some occupation projections to not be perfect matches.*

**OCCUPATION GROWTH:** Terms to describe projected occupational growth rates are:

**Much Faster Than Average** —  
1.50 times average or more

**Faster Than Average** —  
1.10 to 1.49 times average

**Average** —  
.90 to 1.09 times average

**Slower Than Average** —  
Less than .90 times average

**Remains Stable** —  
No growth projected

**Slow Decline** —  
Negative growth projected

It is important to recognize that for most occupations a greater number of job openings occur as a result of workers changing occupations or leaving the labor force than are created by actual job growth.

**MALE / FEMALE:** Percentages of reported male and female workers in the occupation.

**MAJOR EMPLOYING INDUSTRIES:** Based on the industry and employment distribution data developed by the Labor Market Information Division, the industries providing the largest sources of employment are identified.

**ADDITIONAL INFORMATION SOURCES:** The Employment Development Department routinely prepares more detailed California Occupational Guides for many occupations. If a particular guide is available for an occupation, the guide's number is provided.

**OTHER INFORMATION:** This section contains promotional opportunities for surveyed occupations and any other miscellaneous information, such as, new skills or emerging occupations.

# ADVERTISING SALES AGENTS

Sell or solicit advertising, including graphic art, advertising space in publications, custom made signs, or TV and radio advertising time. May obtain leases for outdoor advertising sites or persuade retailer to use sales promotion display items.

**SOC Code 413011**

<b>WAGES</b>	<b>Low</b>	<b>HIGH</b>	<b>MEDIAN</b>
NEW HIRES NO EXPERIENCE	\$15.34	\$15.34	\$15.34
NEW HIRES EXPERIENCED	\$14.00	\$23.97	\$16.78
THREE YEARS WITH EMPLOYER	\$18.00	\$31.16	\$24.77

## Many employees receive commissions.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

<b>BENEFITS</b>	<b>EMPLOYER PAYS ALL</b>		<b>SHARED COST</b>		<b>EMPLOYEE PAYS ALL</b>	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
<b>MEDICAL INSURANCE</b>	SOME	MANY	ALMOST ALL	—	—	MANY
<b>DENTAL INSURANCE</b>	SOME	MANY	ALMOST ALL	—	—	MANY
<b>VISION INSURANCE</b>	SOME	—	MOST	—	—	MANY
<b>LIFE INSURANCE</b>	SOME	—	MOST	SOME	—	MANY
<b>SICK LEAVE</b>	MOST	MANY	SOME	—	FEW	MANY
<b>VACATION</b>	ALMOST ALL	ALL	SOME	—	—	—
<b>RETIREMENT PLAN</b>	FEW	MANY	MOST	—	—	MANY
<b>CHILD CARE</b>	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

All work day shifts ranging from 40 to 50 hours, averaging 43 hours per week. A few have part-time positions.

### EDUCATION AND TRAINING

Most require an associate degree; some, a bachelor degree. Only a few require technical or vocational training.

### EXPERIENCE

Most require previous experience ranging from 6 to 36 months. Some accept experience from marketing and/or other sales fields.

# ADVERTISING SALES AGENTS

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of principles and methods for showing, promoting and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques and sales control systems
- Of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Of media production, communication and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral and visual media.

### SKILLS

- Persuading others to change their minds or behavior.
- Talking to others to convey information effectively.

- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate time

### ABILITIES

- To listen to and understand information and ideas presented through spoken words and sentences.
- To communicate information and ideas in speaking so others will understand.
- To come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness or creativity).

### COMPUTERS

All require word processing and almost all spreadsheet skills. Many want database and desktop publishing experience.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

- Internet 82%
- Employee Referrals 82%
- In-house Promotion or Transfer 45%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a good outlook for job seekers.

### ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

### STATISTICS

Size: Medium (895 – 1789 employees)  
2003 Estimated Employment: 1520  
Projected Job Growth 2001 - 2008: 9.5%  
Growth: Much Faster Than Average  
Male 56% Female 44%

### MAJOR EMPLOYING INDUSTRIES

Advertising  
Radio and Television Broadcasting  
Newspapers

### OTHER INFORMATION

Almost all promote to senior, supervisory and management positions.

**11 employers with 106 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web site of o-net, <http://online.onetcenter.org>



# BROADCAST TECHNICIANS

Set up, operate, and maintain the electronic equipment used to transmit radio and television programs. Control audio equipment to regulate volume level and quality of sound during radio and television broadcasts. Operate radio transmitter to broadcast radio and television programs.

**SOC CODE 274012**

<b>WAGES</b>	<b>Low</b>	<b>HIGH</b>	<b>MEDIAN</b>
NEW HIRES NO EXPERIENCE	—	—	—
NEW HIRES EXPERIENCED	\$8.00	\$20.62	\$18.98
THREE YEARS WITH EMPLOYER	\$12.00	\$30.00	\$24.45

## A few receive bonuses.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

<b>BENEFITS</b>	<b>EMPLOYER PAYS ALL</b>		<b>SHARED COST</b>		<b>EMPLOYEE PAYS ALL</b>	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
<b>MEDICAL INSURANCE</b>	FEW	—	ALMOST ALL	—	—	—
<b>DENTAL INSURANCE</b>	FEW	—	ALMOST ALL	—	—	—
<b>VISION INSURANCE</b>	FEW	—	MOST	—	—	—
<b>LIFE INSURANCE</b>	SOME	—	SOME	—	—	—
<b>SICK LEAVE</b>	MOST	—	FEW	—	—	—
<b>VACATION</b>	MOST	—	SOME	—	—	—
<b>RETIREMENT PLAN</b>	FEW	—	FEW	—	SOME	—
<b>CHILD CARE</b>	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

Almost all work day shifts ranging from 40 to 50 hours, averaging 42 hours per week. Many have swing shifts and some graveyard and other hours. A few have part-time positions.

### EDUCATION AND TRAINING

Most require a high school diploma or equivalent. Some want a bachelor and a few an associate degree. Most accept training in lieu of experience and some require technical or vocational training.

### EXPERIENCE

Almost all require previous experience ranging from 6 to 24 months. Some accept experience from related fields.



# BROADCAST TECHNICIANS

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of transmission, broadcasting, switching, control and operation of telecommunications systems.
- Of media production, communication and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral and visual media.
- Of circuit boards, processors, chips, electronic equipment and computer hardware and software, including applications and programming.

### SKILLS

- Controlling operations of equipment or systems.
- Monitoring/assessing performance of

- yourself, other individuals or organizations to make improvements to take corrective action.
- Adjusting actions in relation to others' actions.

### ABILITIES

- To read and understand information and ideas presented in writing.
- To communicate information and ideas in writing so others will understand.
- To arrange things or actions in a certain order or pattern according to a specific rule or set of rules.

### COMPUTERS

Most require spreadsheet skills and many, word processing. Some look for database and digital editing experience.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

Employee Referrals 88%  
Internet 75%  
Colleges / Universities 38%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a good outlook for job seekers.

### STATISTICS

Size: Small (less than 895 employees)  
2003 Estimated Employment: 480  
Projected Job Growth 2001 - 2008: 0%  
Growth: Remain Stable  
Male 82%      Female 18%

### MAJOR EMPLOYING INDUSTRIES

Radio and Television Broadcasting  
Motion Picture Production and Service

### ADDITIONAL INFORMATION SOURCES

California Occupational Guide 359 (1995)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

### OTHER INFORMATION

Many promote to supervisory and management positions.

**8 employers with 28 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web site of o-net, <http://online.onetcenter.org>

## CONCIERGES

Assist patrons at hotel, apartment or office building with personal services. May take messages, arrange or give advice on transportation, business services or entertainment, or monitor guest requests for housekeeping and maintenance.

**SOC CODE 396012**

Non-Union WAGES	Low	High	MEDIAN
NEW HIRES NO EXPERIENCE	\$15.00	\$15.00	\$15.00
NEW HIRES EXPERIENCED	\$10.00	\$16.75	\$14.10
THREE YEARS WITH EMPLOYER	\$12.00	\$17.57	\$16.78

A few receive commissions.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

Union WAGES	Low	High	MEDIAN
NEW HIRES NO EXPERIENCE	\$9.66	\$15.34	\$12.50
NEW HIRES EXPERIENCED	\$8.50	\$16.93	\$16.69
THREE YEARS WITH EMPLOYER	\$8.50	\$31.16	\$16.93

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

BENEFITS	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MANY	SOME	MANY	SOME	—	—
DENTAL INSURANCE	MANY	SOME	SOME	SOME	—	—
VISION INSURANCE	MOST	MANY	SOME	—	—	—
LIFE INSURANCE	MANY	—	SOME	—	FEW	—
SICK LEAVE	MOST	MANY	FEW	—	—	—
VACATION	MOST	MANY	FEW	—	—	—
RETIREMENT PLAN	FEW	SOME	MANY	—	SOME	SOME
CHILD CARE	FEW	SOME	—	—	FEW	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

All work day shifts ranging from 35 to 40 hours, averaging 39 hours per week. Almost all have swing and a few, graveyard shifts. A few have part-time positions.

### EDUCATION AND TRAINING

Almost all require a high school diploma or equivalent. A few want an associate degree. Many accept training in lieu of experience. A few require technical or vocational training.

### EXPERIENCE

Many require previous experience ranging from 6 to 36 months. All accept experience from other hospitality, sales and customer services fields.

# CONCIERGES

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar
- Of principles and methods for moving people or goods by air, rail, sea or road, including the relative costs and benefits.

### SKILLS

- Actively looking for ways to help people.
- Giving full attention to what other people are saying, taking time to understand

- the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Talking to others to convey information effectively.

### ABILITIES

- To exert maximum muscle force to lift, push, pull or carry objects.
- To communicate information and ideas in speaking so others will understand.
- To listen to and understand information and ideas presented through spoken words and sentences.

### COMPUTERS

Almost all want word processing skills and some require spreadsheet, database and proprietary hotel software experience.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

Employee Referrals 64%  
In-house Promotion or Transfer 57%  
Newspaper Ads 36%  
Internet 36%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a good outlook for job seekers.

### ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

### STATISTICS

Size: Small (less than 895 employees)  
2003 Estimated Employment: 190  
Projected Job Growth 2001 - 2008: 5.3%  
Growth: Slower Than Average  
Male 61% Female 39%

### MAJOR EMPLOYING INDUSTRIES

Hotels and Motels  
Miscellaneous Personnel Services  
Miscellaneous Business Services

### OTHER INFORMATION

Most promote to supervisory and management positions.

**14 employers with 84 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web site of o-net, <http://online.onetcenter.org>

# COOKS, INSTITUTION AND CAFETERIA

Prepare and cook large quantities of food for institutions, such as schools, hospitals, or cafeterias.

**SOC CODE 352012**

NON-UNION WAGES	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$8.81	\$8.81	\$8.81
NEW HIRES EXPERIENCED	\$8.50	\$16.69	\$11.30
THREE YEARS WITH EMPLOYER	\$11.30	\$18.03	\$12.89

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

UNION WAGES	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	—	—	—
NEW HIRES EXPERIENCED	\$13.89	\$17.87	\$16.86
THREE YEARS WITH EMPLOYER	\$15.11	\$19.30	\$18.85

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

BENEFITS	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MOST	SOME	SOME	SOME	—	—
DENTAL INSURANCE	MOST	SOME	SOME	SOME	FEW	—
VISION INSURANCE	MOST	SOME	FEW	—	—	—
LIFE INSURANCE	MOST	SOME	FEW	—	FEW	SOME
SICK LEAVE	MOST	MOST	FEW	—	—	—
VACATION	ALMOST ALL	MOST	FEW	—	—	—
RETIREMENT PLAN	MOST	SOME	FEW	SOME	—	—
CHILD CARE	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

All work day shifts ranging from 38 to 40 hours, averaging 40 hours per week. Some also have swing shifts and many various evening and weekend hours. A few have part-time and on-call positions.

### EDUCATION AND TRAINING

Almost all require a high school diploma or equivalent. A few accept less than high school. Most accept training in lieu of experience. A few require technical or vocational training.

### EXPERIENCE

Almost all require previous experience ranging from 6 to 36 months. Many accept experience from other food services fields.

# COOKS, INSTITUTION AND CAFETERIA

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods and coordination of people and resources.
- Of arithmetic, algebra, geometry, calculus, statistics and their applications.

### SKILLS

- Actively looking for ways to help people.

- Using mathematics to solve problems.
- Adjusting actions in relation to others' actions.

### ABILITIES

- To make fast, simple, repeated movements of the fingers, hands and wrists.
- To arrange things or actions in a certain order or pattern according to a specific rule or set of rules.
- To communicate information and ideas in speaking so others will understand.

### COMPUTERS

A few require word processing, spreadsheet and/or database skills.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

Newspaper Ads 60%  
Employee Referrals 47%  
Internet 47%

### SUPPLY AND DEMAND

Employers report it is not difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a very competitive outlook for job seekers.

### STATISTICS

Size: Small (less than 895 employees)  
2003 Estimated Employment: 830  
Projected Job Growth 2001 - 2008: 4.9%  
Growth: Slower Than Average  
Male 70% Female 30%

### MAJOR EMPLOYING INDUSTRIES

Eating and Drinking Places  
Hospitals  
Elementary and Secondary Schools  
Religious Organizations

### ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

### OTHER INFORMATION

Almost all promote to supervisory or management positions.

**15 employers with 118 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web site of o-net, <http://online.onetcenter.org>

# COOKS, RESTAURANT

## ALTERNATE TITLE: LINE COOKS

Prepare, season, and cook soups, meats, vegetables, desserts, or other foodstuffs in restaurants. May order supplies, keep records and accounts, price items on menu, or plan menus.

**SOC CODE 352014**

WAGES	Low	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$8.00	\$9.50	\$8.50
NEW HIRES EXPERIENCED	\$6.75	\$14.00	\$10.00
THREE YEARS WITH EMPLOYER	\$6.75	\$20.00	\$13.25

### Some cooks receive tips or bonuses.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

BENEFITS	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	SOME	FEW	SOME	FEW	FEW	—
DENTAL INSURANCE	FEW	—	SOME	FEW	FEW	—
VISION INSURANCE	FEW	—	SOME	FEW	—	—
LIFE INSURANCE	FEW	—	SOME	FEW	FEW	—
SICK LEAVE	SOME	FEW	FEW	FEW	FEW	—
VACATION	SOME	FEW	FEW	FEW	FEW	FEW
RETIREMENT PLAN	—	—	FEW	—	FEW	—
CHILD CARE	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

Almost all work day shifts ranging from 35 to 55 hours, averaging 40 hours per week. Many have swing and as-needed shifts, such as, breakfast and dinner hours. Some have part-time and a few, on-call positions.

### EDUCATION AND TRAINING

Most require a high school diploma or equivalent. Some accept less than high school. Many accept training in lieu of experience. A few accept technical or vocational training.

### EXPERIENCE

Almost all require previous experience ranging from 6 to 36 months. A few accept experience from related fields.

# COOKS, RESTAURANT

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Of arithmetic, algebra, geometry, calculus, statistics and their applications.
- Of relevant equipment, policies, procedures and strategies to promote effective local, state or national security operations for the protection of people, data, property and institutions.

### SKILLS

- Determining the kind of tools and equipment needed to do a job.

- Monitoring/assessing performance of yourself, other individuals or organizations to make improvements or take corrective action.
- Adjusting actions in relation to others' actions.

### ABILITIES

- To arrange things or actions in a certain order or pattern according to a specific rule or set of rules.
- To remember information such as, words, numbers, pictures and procedures.
- To read and understand information and ideas presented in writing.

### COMPUTERS

A few require word processing and spreadsheet skills.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

Employee Referrals 67%  
Newspaper Ads 67%  
Walk-in Applicants 40%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a good outlook for job seekers.

### STATISTICS

Size: Very Large (more than 3880 employees)  
2003 Estimated Employment: 3920  
Projected Job Growth 2001 - 2008: 6.8%  
Growth: Average  
Male 88% Female 12%

### MAJOR EMPLOYING INDUSTRIES

Eating and Drinking Places

### ADDITIONAL INFORMATION SOURCES

California Occupational Guide 93 (1997)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

### OTHER INFORMATION

Most promote to supervisory positions.

**15 employers with 193 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web sites of o-net, <http://online.onetcenter.org>



# COOKS, SHORT ORDER

## ALTERNATE TITLE: LINE COOKS

Prepare and cook to order a variety of foods that require only a short preparation time. May take orders from customers and serve patrons at counters or tables.

**SOC CODE 352015**

WAGES	Low	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$6.75	\$10.50	\$8.63
NEW HIRES EXPERIENCED	\$7.00	\$15.00	\$10.50
THREE YEARS WITH EMPLOYER	\$7.00	\$18.50	\$13.75

### Some cooks receive tips

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

BENEFITS	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	—	—	SOME	—	FEW	SOME
DENTAL INSURANCE	—	—	SOME	—	FEW	SOME
VISION INSURANCE	—	—	FEW	—	—	—
LIFE INSURANCE	—	—	FEW	—	FEW	SOME
SICK LEAVE	FEW	—	FEW	—	—	—
VACATION	SOME	—	FEW	—	FEW	SOME
RETIREMENT PLAN	—	—	FEW	—	—	—
CHILD CARE	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

Almost all work day or swing shifts of 40 hours per week. A few have graveyard shifts and a few others have part-time positions.

### EDUCATION AND TRAINING

Many accept less than high school while some require a high school diploma or equivalent. A few wanted a bachelor degree. Some accept training in lieu of experience. A few accept technical or vocational training.

### EXPERIENCE

Almost all require previous experience ranging from 6 to 24 months. Some accept experience from related fields.

# COOKS, SHORT ORDER

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Of arithmetic, algebra, geometry, calculus, statistics and their applications.
- Of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.

### SKILLS

- Giving full attention to what other people are saying, taking time to understand

the points being made, asking questions as appropriate and not interrupting at inappropriate times.

- Actively looking for ways to help people.
- Using mathematics to solve problems.

### ABILITIES

- To listen to and understand information and ideas presented through spoken words and sentences.
- To make fast, simple, repeated movements of the fingers, hands and wrists.
- To add, subtract, multiply or divide quickly and correctly.

### COMPUTERS

A few require spreadsheet skills.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

- Employee Referrals 60%
- Newspaper Ads 60%
- In-house promotion or transfer 40%

### SUPPLY AND DEMAND

Employers report it is not difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a very competitive outlook for job seekers.

### STATISTICS

Size: Large (1790 – 3876 employees)  
2003 Estimated Employment: 3070  
Projected Job Growth 2001 - 2008: 1%  
Growth: Slower Than Average  
Male 88% Female 12%

### MAJOR EMPLOYING INDUSTRIES

Eating and Drinking Places

### ADDITIONAL INFORMATION SOURCES

California Occupational Guide 366 (1997)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

### OTHER INFORMATION

Most promote to supervisory positions, such as, head cook or chef.

**15 employers with 84 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web sites of o-net, <http://online.onetcenter.org>

# CUSTOMER SERVICE REPRESENTATIVES

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

**SOC CODE 434051**

WAGES	Low	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$7.60	\$16.78	\$10.00
NEW HIRES EXPERIENCED	\$7.50	\$21.58	\$12.50
THREE YEARS WITH EMPLOYER	\$8.50	\$25.57	\$14.50

## A few firms give bonuses.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

BENEFITS	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MANY	—	MANY	SOME	—	—
DENTAL INSURANCE	MANY	—	MANY	SOME	—	—
VISION INSURANCE	SOME	—	SOME	SOME	—	—
LIFE INSURANCE	SOME	—	SOME	SOME	—	—
SICK LEAVE	ALMOST ALL	SOME	FEW	—	—	—
VACATION	ALMOST ALL	SOME	—	—	FEW	—
RETIREMENT PLAN	SOME	—	MANY	—	—	—
CHILD CARE	FEW	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

Almost all work day shifts ranging from 37 to 48 hours, averaging 41 hours per week. Some have swing and as-needed shifts, such as, evenings, week-ends or on-demand. A few have part-time positions.

### EDUCATION AND TRAINING

Almost all require a high school diploma or equivalent. A few accept less than high school and a few others ask for a bachelor degree. Many accept training in lieu of experience.

### EXPERIENCE

Almost all require previous experience ranging from 6 to 18 months. Most accept experience from related fields: banking, marketing, sales and restaurants.

# CUSTOMER SERVICE REPRESENTATIVES

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Of arithmetic, algebra, geometry, calculus, statistics and their applications.

### SKILLS

- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Communicating effectively in writing as

appropriate for the needs of the audience.

- Understanding written sentences and paragraphs in work related documents.

### ABILITIES

- To listen to and understand information and ideas presented through spoken words and sentences.
- To read and understand information and ideas presented in writing.
- To communicate information and ideas in speaking so others will understand.

### COMPUTERS

Almost all require word processing skills. Many want spreadsheet and/or database skills with a few looking for desktop publishing and proprietary software experience.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

Employee Referrals 60%  
Newspaper Ads 47%  
Internet 47%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a good outlook for job seekers.

### STATISTICS

Size: Very Large (more than 3876 employees)  
2003 Estimated Employment: 11,200  
Projected Job Growth 2001 - 2008: 7.8%  
Growth: Faster Than Average  
Male 51% Female 49%

### MAJOR EMPLOYING INDUSTRIES

Miscellaneous Business Services  
Commercial Banks  
Medical Service and Health Insurance

### ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

### OTHER INFORMATION

Almost all promote to supervisory or management positions.

**15 employers with 155 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web site of o-net, <http://online.onetcenter.org>

# DENTAL ASSISTANTS

## ALTERNATE TITLE: REGISTERED DENTAL ASSISTANTS

Assist dentist, set up patient and equipment, and keep records.

**SOC CODE 319091**

WAGES	Low	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$10.00	\$16.00	\$12.00
NEW HIRES EXPERIENCED	\$8.00	\$22.00	\$15.00
THREE YEARS WITH EMPLOYER	\$12.50	\$24.00	\$18.00

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

BENEFITS	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	ALMOST ALL	ALL	—	—	—	—
DENTAL INSURANCE	ALMOST ALL	ALL	—	—	FEW	—
VISION INSURANCE	SOME	SOME	—	—	—	—
LIFE INSURANCE	SOME	SOME	—	—	—	—
SICK LEAVE	MOST	MANY	—	—	—	—
VACATION	ALMOST ALL	MOST	—	—	—	—
RETIREMENT PLAN	MOST	SOME	—	—	—	—
CHILD CARE	FEW	SOME	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

All work day shifts ranging from 35 to 40 hours, averaging 38 hours per week. A few have evenings or weekend hours and a few others have part-time positions.

### EDUCATION AND TRAINING

Almost all require a high school diploma or equivalent. Most accept training in lieu of experience or technical or vocational training.

### EXPERIENCE

Most require previous experience ranging from 6 to 24 months. Many accept experience from front desk or customer service fields.

# DENTAL ASSISTANTS

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of the information and techniques needed to diagnose and treat human injuries, diseases and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
- Of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.

### SKILLS

- Talking to others to convey information effectively.

- Understanding written sentences and paragraphs in work related documents.
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.

### ABILITIES

- To communicate information and ideas in speaking so others will understand.
- To see details at close range (within a few feet of the observer).
- To communicate information and ideas in writing so others will understand.

### COMPUTERS

Most require skill with proprietary dental software and database programs; a few look for word processing and spreadsheet applications.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

Employee Referrals 83%  
Newspaper Ads 78%  
Internet 28%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a good outlook for job seekers.

### ADDITIONAL INFORMATION SOURCES

California Occupational Guide 155 (1998)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

### STATISTICS

Size: Medium (895 – 1790 employees)  
2003 Estimated Employment: 1200  
Projected Job Growth 2001 - 2008: 15.5%  
Growth: Much Faster Than Average  
Male 11% Female 89%

### MAJOR EMPLOYING INDUSTRIES

Offices and Clinics of Dentists

### OTHER INFORMATION

Many promote to supervisory positions.  
Registered Dental Assistants  
must be licensed, renewable biennially.

**18 employers with 74 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web sites of o-net, <http://online.onetcenter.org>

# DENTAL HYGIENISTS

Clean teeth and examine oral areas, head, and neck for signs of oral disease. May educate patients on oral hygiene, take and develop X-rays, or apply fluoride or sealants.

**SOC CODE 292021**

<b>WAGES</b>	<b>Low</b>	<b>HIGH</b>	<b>MEDIAN</b>
NEW HIRES NO EXPERIENCE	\$30.00	\$50.00	\$50.00
NEW HIRES EXPERIENCED	\$45.00	\$54.00	\$50.00
THREE YEARS WITH EMPLOYER	\$50.00	\$56.00	\$53.00

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

<b>BENEFITS</b>	<b>EMPLOYER PAYS ALL</b>		<b>SHARED COST</b>		<b>EMPLOYEE PAYS ALL</b>	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
<b>MEDICAL INSURANCE</b>	MOST	SOME	—	—	—	—
<b>DENTAL INSURANCE</b>	MOST	SOME	—	—	—	—
<b>VISION INSURANCE</b>	—	—	—	—	—	—
<b>LIFE INSURANCE</b>	MANY	SOME	—	—	—	—
<b>SICK LEAVE</b>	MOST	SOME	—	—	—	—
<b>VACATION</b>	MANY	MOST	—	—	—	—
<b>RETIREMENT PLAN</b>	MANY	FEW	FEW	—	—	—
<b>CHILD CARE</b>	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

All work day shifts ranging from 30 to 40 hours, averaging 37 hours per week. Almost all have part-time positions working limited number of days and hours per week.

### EDUCATION AND TRAINING

Most require a bachelor degree and a few want graduate study. A few accept an associate degree. Most accept technical or vocational training.

### EXPERIENCE

Many require previous experience ranging from 6 to 24 months.



# DENTAL HYGIENISTS

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of the information and techniques needed to diagnose and treat human injuries, diseases and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.
- Of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Of plant and animal organisms, their tissues, cells, functions, interdependencies and interactions with each other and the environment.

### SKILLS

- Giving full attention to what other people are saying, taking time to understand the points

- being made, asking questions as appropriate and not interrupting at inappropriate times.
- Talking to others to convey information effectively.
- Understanding written sentences and paragraphs in work related documents.

### ABILITIES

- To make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate or assemble very small objects.
- To see details at close range.
- To quickly move your hand, your hand together with your arm or your two hands to grasp, manipulate or assemble objects.

### COMPUTERS

Many require skill with proprietary dental software and database programs. Some look for word processing and spreadsheet skills.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

- Newspaper Ads 53%
- Private Employment Agencies 35%
- Colleges / Universities 24%
- Internet 24%

### SUPPLY AND DEMAND

Employers report it is very difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a very good outlook for job seekers.

### ADDITIONAL INFORMATION SOURCES

California Occupational Guide 27 (2002)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

### STATISTICS

Size: Small (less than 885 employees)  
2003 Estimated Employment: 800  
Projected Job Growth 2001 - 2008: 15.6%  
Growth: Much Faster Than Average  
Male 2%      Female 98%

### MAJOR EMPLOYING INDUSTRIES

Offices and Clinics of Dentists

### OTHER INFORMATION

Registered Dental Hygienists  
must be licensed, renewable biennially.

**18 employers with 46 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web sites of o-net, <http://online.onetcenter.org>

# EMPLOYMENT, RECRUITMENT AND PLACEMENT SPECIALISTS

**ALTERNATE TITLE: RECRUITER**

Recruit and place workers.

**SOC CODE 131071**

<b>WAGES</b>	<b>Low</b>	<b>HIGH</b>	<b>MEDIAN</b>
NEW HIRES NO EXPERIENCE	\$11.08	\$19.18	\$14.38
NEW HIRES EXPERIENCED	\$13.50	\$28.77	\$21.58
THREE YEARS WITH EMPLOYER	\$14.75	\$26.37	\$23.97

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

<b>BENEFITS</b>	<b>EMPLOYER PAYS ALL</b>		<b>SHARED COST</b>		<b>EMPLOYEE PAYS ALL</b>	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
<b>MEDICAL INSURANCE</b>	MANY	—	MOST	—	—	—
<b>DENTAL INSURANCE</b>	MANY	—	MANY	—	FEW	—
<b>VISION INSURANCE</b>	SOME	—	MANY	—	—	—
<b>LIFE INSURANCE</b>	SOME	—	MANY	—	FEW	—
<b>SICK LEAVE</b>	MOST	—	SOME	—	—	—
<b>VACATION</b>	ALMOST ALL	—	FEW	—	—	—
<b>RETIREMENT PLAN</b>	SOME	—	MANY	—	FEW	—
<b>CHILD CARE</b>	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

All work day shifts ranging from 35 to 40 hours, averaging 40 hours per week. A few have on-call positions.

### EDUCATION AND TRAINING

Many require a bachelor degree; some, an associate or high school diploma or equivalent. A few accept less than high school. Some accept training in lieu of experience. A few accept technical or vocational training.

### EXPERIENCE

Almost all require previous experience ranging from 12 to 36 months. Many accept experience from related human resources fields.

# EMPLOYMENT, RECRUITMENT AND PLACEMENT SPECIALISTS

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation and personnel information systems.
- Of human behavior and performance; individual differences in ability, personality and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- Of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods and coordination of people and resources.

### SKILLS

- Talking to others to convey information effectively.
- Giving full attention to what other people

are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

- Understanding written sentences and paragraphs in work related documents.

### ABILITIES

- To listen to and understand information and ideas presented through spoken words and sentences.
- To communicate information and ideas in speaking so others will understand.
- To read and understand information and ideas presented in writing.

### COMPUTERS

All employers require word processing, and almost all, spreadsheet skills with most also wanting database knowledge. Some look for desktop publishing and/or presentation application abilities.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

- Internet 80%
- In-house Promotion or Transfer 47%
- Employee Referrals 40%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a good outlook for job seekers.

### ADDITIONAL INFORMATION SOURCES

California Occupational Guide 38 (1998)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

### STATISTICS

Size: Large (1790 – 3876 employees)  
2003 Estimated Employment: 1820  
Projected Job Growth 2001 - 2008: 2.2%  
Growth: Slower Than Average  
Male 20% Female 80%

### MAJOR EMPLOYING INDUSTRIES

Personnel Supply Services  
Job Training and Related Services  
Management and Public Relations

### OTHER INFORMATION

Most promote to senior, supervisory or management positions.

**15 employers with 189 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web sites of o-net, <http://online.onetcenter.org>

# FABRIC AND APPAREL PATTERNMAKERS

Draw and construct sets of precision master fabric patterns or layouts. May also mark and cut fabrics and apparel.

**SOC Code 516092**

<b>WAGES</b>	<b>Low</b>	<b>HIGH</b>	<b>MEDIAN</b>
NEW HIRES NO EXPERIENCE	—	—	—
NEW HIRES EXPERIENCED	\$10.00	\$23.97	\$17.09
THREE YEARS WITH EMPLOYER	\$13.00	\$28.77	\$20.79

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

<b>BENEFITS</b>	<b>EMPLOYER PAYS ALL</b>		<b>SHARED COST</b>		<b>EMPLOYEE PAYS ALL</b>	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
<b>MEDICAL INSURANCE</b>	MANY	MANY	FEW	—	—	—
<b>DENTAL INSURANCE</b>	SOME	—	FEW	—	—	—
<b>VISION INSURANCE</b>	—	—	—	—	—	—
<b>LIFE INSURANCE</b>	FEW	—	—	—	—	—
<b>SICK LEAVE</b>	MOST	MANY	—	—	—	—
<b>VACATION</b>	MOST	—	—	—	—	—
<b>RETIREMENT</b>	FEW	—	—	—	—	—
<b>CHILD CARE</b>	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

All work day shifts of 40 hours per week. A few have part-time positions.

### EDUCATION AND TRAINING

Most require a high school diploma or equivalent but many accept less than high school. A few want an associate degree. Many accept training in lieu of experience and many others require technical or vocational training.

### EXPERIENCE

Most require previous experience ranging from 12 to 36 months. Only a few accept experience from other fields.

# FABRIC AND APPAREL PATTERNMAKERS

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of design techniques, tools and principles involved in production of precision technical plans, blueprints, drawings and models.
- Of arithmetic, algebra, geometry, calculus, statistics and their applications.
- Of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.

### SKILLS

- Monitoring/assessing performance of yourself, other individuals or organizations to make improvements or take corrective actions.
- Analyzing needs and product requirements to create a design.

ments to create a design.

- Using mathematics to solve problems.

### ABILITIES

- To keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- To make fast, simple, repeated movements of the fingers, hands and wrists.
- To imagine how something will look after it is moved around or when its parts are moved or rearranged.

### COMPUTERS

All require experience with proprietary pattern making software, such as, Gerber or Microdynamics.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

Employee Referrals 75%  
Newspaper Ads 50%  
In-house Promotion or Transfer 25%  
School Program Referrals 25%

### STATISTICS

Size: Small (less than 895 employees)  
2003 Estimated Employment: 190  
Projected Job Growth 2001 - 2008: 0%  
Growth: Remain Stable  
Male 46% Female 54%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Men's and Boy's Furnishings  
Women's and Misses' Outerware

### ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

### OTHER INFORMATION

Many promote to supervisory and management positions.

**8 employers with 13 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web site of o-net, <http://online.onetcenter.org>

# FLORAL DESIGNERS

Design, cut, and arrange live, dried, or artificial flowers and foliage.

**SOC CODE 271023**

<b>WAGES</b>	<b>Low</b>	<b>HIGH</b>	<b>MEDIAN</b>
NEW HIRES NO EXPERIENCE	\$8.50	\$10.00	\$9.00
NEW HIRES EXPERIENCED	\$8.50	\$20.00	\$12.50
THREE YEARS WITH EMPLOYER	\$12.00	\$23.00	\$15.00

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

<b>BENEFITS</b>	<b>EMPLOYER PAYS ALL</b>		<b>SHARED COST</b>		<b>EMPLOYEE PAYS ALL</b>	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
<b>MEDICAL INSURANCE</b>	MANY	FEW	FEW	—	—	—
<b>DENTAL INSURANCE</b>	SOME	—	FEW	—	—	—
<b>VISION INSURANCE</b>	FEW	—	FEW	—	—	—
<b>LIFE INSURANCE</b>	—	—	—	—	—	—
<b>SICK LEAVE</b>	FEW	FEW	FEW	—	—	—
<b>VACATION</b>	SOME	FEW	FEW	—	—	—
<b>RETIREMENT</b>	—	FEW	—	—	—	—
<b>CHILD CARE</b>	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

All work day shifts ranging from 35 to 50 hours, averaging 39 hours per week. Most have part-time positions.

### EDUCATION AND TRAINING

Many require a high school diploma or equivalent. Some accept less than high school. A few ask for a bachelor degree. Many accept training in lieu of experience. A few require technical or vocational training.

### EXPERIENCE

Many require previous experience ranging from 3 to 24 months. A few accept experience from art, design or related floral fields.

# FLORAL DESIGNERS

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Of the theory and techniques required to compose, produce and works of music, dance, visual arts, drama and sculpture.
- Of design techniques, tools and principles involve in production of precision technical plans, blueprints, drawings and models.

### SKILLS

- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at

inappropriate times.

- Actively looking for ways to help people.
- Talking to others to convey information effectively.

### ABILITIES

- To listen to and understand information and ideas presented through spoken words and sentences.
- To come up with unusual or clever ideas about a given topic or situation or to develop creative ways to solve a problem.
- To match or detect differences between colors, including shades of color and brightness.

### COMPUTERS

Some want word processing skills and most look for other applications, such as, QuickBooks and point of sales terminals..

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

Employee Referrals 63%  
Walk-in Applicants 25%  
Newspaper Ads 25%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a good outlook for job seekers.

### STATISTICS

Size: Small (less than 895 employees)  
2003 Estimated Employment: 370  
Projected Job Growth 2001 - 2008: 2.7%  
Growth: Slower Than Average  
Male 34% Female 66%

### MAJOR EMPLOYING INDUSTRIES

Retail and Wholesale Floral  
Grocery Stores

### ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

### OTHER INFORMATION

Some promote to supervisory and management positions.

**16 employers with 67 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web site of o-net, <http://online.onetcenter.org>



# JANITORS AND CLEANERS, EXCEPT MAIDS AND HOUSEKEEPING CLEANERS

## ALTERNATE TITLE: HOUSEMEN

Keep buildings in clean and orderly condition. Perform heavy cleaning duties, such as cleaning floors, shampooing rugs, washing walls and glass, and removing rubbish. Duties may include tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs, and cleaning snow or debris from sidewalk.

**SOC CODE 372011**

NON-UNION WAGES	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$7.50	\$10.50	\$9.00
NEW HIRES EXPERIENCED	\$8.00	\$12.25	\$10.00
THREE YEARS WITH EMPLOYER	\$10.00	\$15.00	\$12.50

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

UNION WAGES	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	10.15	15.09	\$14.13
NEW HIRES EXPERIENCED	\$12.00	\$15.43	\$14.13
THREE YEARS WITH EMPLOYER	\$13.53	\$15.43	\$14.72

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

BENEFITS	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MOST	FEW	SOME	—	—	—
DENTAL INSURANCE	MOST	FEW	SOME	—	—	—
VISION INSURANCE	MANY	—	SOME	—	—	—
LIFE INSURANCE	SOME	—	FEW	—	—	—
SICK LEAVE	MOST	FEW	FEW	—	—	—
VACATION	ALMOST ALL	SOME	FEW	—	—	—
RETIREMENT PLAN	MANY	—	SOME	—	SOME	—
CHILD CARE	FEW	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

Almost all work day shifts ranging from 35 to 40 hours, averaging 39 hours per week. Many have swing and some graveyard shifts. A few are weekends only and a few others have part-time and on-call positions.

### EDUCATION AND TRAINING

Almost all accept less than high school. Some others require a high school diploma or equivalent. Almost all accept training in lieu of experience.

### EXPERIENCE

Many require previous experience ranging from 6 to 24 months. Most accept experience from related cleaning or construction work.

# JANITORS AND CLEANERS, EXCEPT MAIDS AND HOUSEKEEPING CLEANERS

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of machines and tools, including their designs, uses, repair and maintenance.
- Of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Of the chemical composition, structure and properties of substances and of the chemical processes and transformations they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques and disposal methods.

### SKILLS

- Perform routine maintenance on equipment and determine when and what kind

of maintenance is needed

- Repair machines or systems using the needed tools.
- Determine the kinds of tools and equipment needed to do a job.

### ABILITIES

- To exert maximum muscle force to lift, push, pull or carry objects.
- To quickly move your hand, your hand together with your arm or your two hands to grasp, manipulate or assemble objects.
- To coordinate two or more limbs while sitting, standing or lying down. It does not involve performing the activities while the whole body is in motion.

### COMPUTERS

No respondents require computer experience.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

- Employee Referrals 73%
- Newspaper Ads 47%
- Walk-in Applicants 40%

### SUPPLY AND DEMAND

Employers report it is not difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a very competitive outlook for job seekers.

### STATISTICS

Size: Very Large (more than 3880 employees)  
2003 Estimated Employment: 9890  
Projected Job Growth 2001 - 2008: 11.7%  
Growth: Must Faster Than Average  
Male 71% Female 29%

### MAJOR EMPLOYING INDUSTRIES

Services to Buildings  
Eating and Drinking Places  
Hotels and Motels

### ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

### OTHER INFORMATION

Some promote to supervisory positions.

**15 employers with 294 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web sites of o-net, <http://online.onetcenter.org>

# MAIDS AND HOUSEKEEPING CLEANERS

## ALTERNATE TITLES: ROOM ATTENDANTS, HOUSEKEEPERS

Perform any combination of light cleaning duties to maintain private households or commercial establishments, such as hotels, restaurants, and hospitals, in a clean and orderly manner. Duties include making beds, replenishing linens, cleaning rooms and halls, and vacuuming.

**SOC CODE 372012**

Non-Union WAGES	Low	High	Median
NEW HIRES NO EXPERIENCE	\$8.00	\$15.10	\$9.40
NEW HIRES EXPERIENCED	\$9.00	\$15.10	\$10.00
THREE YEARS WITH EMPLOYER	\$10.00	\$12.00	\$11.13

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

Many employees receive tips.

Union WAGES	Low	High	Median
NEW HIRES NO EXPERIENCE	9.95	15.09	11.32
NEW HIRES EXPERIENCED	\$8.70	\$15.09	\$15.09
THREE YEARS WITH EMPLOYER	\$12.08	\$15.43	\$15.05

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

BENEFITS	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	MANY	MANY	MANY	SOME	—	—
DENTAL INSURANCE	MOST	MANY	SOME	SOME	FEW	—
VISION INSURANCE	MANY	MANY	SOME	FEW	—	—
LIFE INSURANCE	SOME	SOME	FEW	FEW	—	—
SICK LEAVE	ALMOST ALL	MOST	FEW	FEW	—	—
VACATION	ALMOST ALL	MOST	FEW	FEW	—	—
RETIREMENT PLAN	MANY	MANY	SOME	FEW	FEW	—
CHILD CARE	FEW	FEW	FEW	FEW	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

All work day shifts ranging from 35 to 40 hours, averaging 40 hours per week. Many have swing and a few graveyard shifts. A few have part-time and on-call positions.

### EDUCATION AND TRAINING

Many accept less than high school. Many others require a high school diploma or equivalent. Most accept training in lieu of experience.

### EXPERIENCE

A few require previous experience ranging from 6 to 24 months. Many accept experience from related cleaning or janitorial fields.

# MAIDS AND HOUSEKEEPING CLEANERS

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Of the chemical composition, structure and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques and disposal methods.
- Of machines and tools, including their designs, uses, repair and maintenance.

### SKILLS

- Actively looking for ways to help people.
- Giving full attention to what other people are saying, taking time to understand

the points being made, asking questions as appropriate and not interrupting at inappropriate times.

- Determine the kinds of tools and equipment needed to do a job.

### ABILITIES

- To use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without “giving out” or fatiguing.
- To make fast, simple, repeated movements of the fingers, hands and wrists.
- To quickly move your hand, your hand together with your arm or your two hands to grasp, manipulate or assemble objects.

### COMPUTERS

Only a few require basic understanding.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

- Employee Referrals 81%
- Newspaper Ads 44%
- Walk-in Applicants 38%

### SUPPLY AND DEMAND

Employers report it is not difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a very competitive outlook for job seekers.

### STATISTICS

- Size: Very Large (more than 3880 employees)
- 2003 Estimated Employment: 6320
- Projected Job Growth 2001 - 2008: 12.3%
- Growth: Much Faster Than Average
- Male 9%      Female 91%

### MAJOR EMPLOYING INDUSTRIES

- Hotels and Motels
- Hospitals

### ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

### OTHER INFORMATION

Some promote to supervisory positions.

**16 employers with 560 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web sites of o-net, <http://online.onetcenter.org>

# NETWORK AND COMPUTER SYSTEMS ADMINISTRATORS

Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintain network hardware and software. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialists and plan, coordinate, and implement network security measures.

**SOC CODE 151071**

<b>WAGES</b>	<b>Low</b>	<b>HIGH</b>	<b>MEDIAN</b>
NEW HIRES NO EXPERIENCE	—	—	—
NEW HIRES EXPERIENCED	\$17.26	\$33.56	\$23.97
THREE YEARS WITH EMPLOYER	\$20.82	\$38.36	\$26.89

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

<b>BENEFITS</b>	<b>EMPLOYER PAYS ALL</b>		<b>SHARED COST</b>		<b>EMPLOYEE PAYS ALL</b>	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
<b>MEDICAL INSURANCE</b>	MANY	SOME	MANY	SOME	—	—
<b>DENTAL INSURANCE</b>	MANY	SOME	SOME	SOME	—	—
<b>VISION INSURANCE</b>	SOME	SOME	MANY	SOME	—	—
<b>LIFE INSURANCE</b>	MANY	MOST	FEW	—	—	—
<b>SICK LEAVE</b>	MOST	MOST	SOME	—	—	—
<b>VACATION</b>	MOST	MOST	SOME	—	—	—
<b>RETIREMENT PLAN</b>	MANY	SOME	SOME	—	—	—
<b>CHILD CARE</b>	—	—	—	—	SOME	SOME

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

All work day shifts ranging from 35 to 50 hours, averaging 40 hours per week. A few have swing and graveyard shifts and a few others have part-time positions.

### EDUCATION AND TRAINING

Some require a bachelor degree; a few, an associate degree. Many accept a high school diploma or equivalent. Some accept training in lieu of experience. Only a few require technical or vocational training.

### EXPERIENCE

Almost all require previous experience ranging from 6 to 36 months. Most accept experience from technology related fields.

# NETWORK AND COMPUTER SYSTEMS ADMINISTRATORS

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of circuit boards, processors, chips, electronic equipment and computer hardware and software, including application and programmings.
- Of relevant equipment policies, procedures and strategies to promote effective local, state or national security operations for the protection of people, data, property and institutions.
- Of the practical application of engineering science and technology. This includes applying principles, techniques, procedures and equipment to the design and production of various goods and services.

### SKILLS

- Writing computer programs for various purposes.

- Communicating effectively in writing as appropriate for the needs of the audience.
- Using mathematics to solve problems; determining causes of operating errors and deciding what to do about it.

### ABILITIES

- To apply general rules to specific problems to produce answers that make sense.
- To listen to and understand information and ideas presented through spoken words and sentences.
- To tell when something is wrong or is likely to go wrong.

### COMPUTERS

Many require word processing, database and network/server skills. Some also look for spreadsheet and desktop publishing experience.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

- Internet 62%
- Employee Referrals 54%
- In-house Promotion or Transfer 38%

### SUPPLY AND DEMAND

Employers report it is not difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a very competitive outlook for job seekers.

### ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

### STATISTICS

Size: Medium (895 – 1789 employees)  
2003 Estimated Employment: 1070  
Projected Job Growth 2001 - 2008: 33.6%  
Growth: Much Faster Than Average  
Male 81% Female 19%

### MAJOR EMPLOYING INDUSTRIES

Commercial Banks  
Computer and Data Processing Services  
Security Brokers and Dealers

### OTHER INFORMATION

Most promote to senior, supervisory and management positions.

**13 employers with 491 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web site of o-net, <http://online.onetcenter.org> from the occupations Computer Security Specialists (15-1071.01) and Computer Support Specialists (15-1041.00)

# PARALEGAL AND LEGAL ASSISTANTS

Assist lawyers by researching legal precedent, investigating facts, or preparing legal documents. Conduct research to support a legal proceeding, to formulate a defense, or to initiate legal action.

**SOC CODE 232011**

<b>WAGES</b>	<b>Low</b>	<b>HIGH</b>	<b>MEDIAN</b>
NEW HIRES NO EXPERIENCE	—	—	—
NEW HIRES EXPERIENCED	\$11.99	\$28.51	\$20.14
THREE YEARS WITH EMPLOYER	\$14.38	\$36.28	\$24.77

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

<b>BENEFITS</b>	<b>EMPLOYER PAYS ALL</b>		<b>SHARED COST</b>		<b>EMPLOYEE PAYS ALL</b>	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
<b>MEDICAL INSURANCE</b>	MOST	—	MANY	—	—	—
<b>DENTAL INSURANCE</b>	MOST	—	SOME	—	FEW	—
<b>VISION INSURANCE</b>	MANY	—	SOME	—	—	—
<b>LIFE INSURANCE</b>	MOST	—	SOME	—	—	—
<b>SICK LEAVE</b>	ALL	—	—	—	—	—
<b>VACATION</b>	ALL	—	—	—	—	—
<b>RETIREMENT PLAN</b>	SOME	—	MOST	—	—	—
<b>CHILD CARE</b>	—	—	FEW	—	FEW	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

All work day shifts ranging from 35 to 50 hours, averaging 38 hours per week. A few have part-time positions.

### EDUCATION AND TRAINING

Most require a bachelor degree; some, an associate degree and a few accept a high school diploma or equivalent. Some accept training in lieu of experience. Many require technical or vocational training.

### EXPERIENCE

Almost all require previous experience ranging from 12 to 24 months. Many accept experience from related legal or financial firms.



# PARALEGAL AND LEGAL ASSISTANTS

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Of administrative and clerical procedures and systems, such as, word processing, managing files and records, stenography and transcription, designing forms and other office procedures and terminology.
- Of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.

### SKILLS

- Understanding written sentences and paragraphs in work related documents.
- Communicating effectively in writing as

- appropriate for the needs of the audience.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

### ABILITIES

- To read and understand information and ideas presented in writing.
- To listen to and understand information and ideas presented through spoken words and sentences.
- To communicate information and ideas in speaking so others will understand.

### COMPUTERS

All require word processing skills with almost all wanting spreadsheets and database knowledge. Many others look for desktop publishing.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

- Employee Referrals 73%
- Private Employment Agencies 67%
- Newspaper Ads 47%
- In-house Promotion or Transfer 47%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a good outlook for job seekers.

### ADDITIONAL INFORMATION SOURCES

California Occupational Guide 464 (2003)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

### STATISTICS

Size: Large (1790 – 3876 employees)  
2003 Estimated Employment: 2570  
Projected Job Growth 2001 - 2008: 6.3%  
Growth: Average  
Male 36% Female 64%

### MAJOR EMPLOYING INDUSTRIES

Legal Services

### OTHER INFORMATION

Most promote to supervisory or senior paralegal positions.

Digitizing of data and information technology are becoming more important.

**15 employers with 193 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web sites of o-net, <http://online.onetcenter.org>

# PLUMBERS, PIPEFITTERS AND STEAMFITTERS

Assemble, install, alter, and repair pipelines or pipe systems that carry water, steam, air, or other liquids or gases. May install heating and cooling equipment and mechanical control systems.

**SOC Code 472152**

Non-Union WAGES	Low	High	Median
New Hires No Experience	—	—	—
New Hires Experienced	\$15.00	\$31.00	\$21.00
Three Years With Employer	\$24.00	\$50.00	\$28.50

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

Union WAGES	Low	High	Median
New Hires No Experience	—	—	—
New Hires Experienced	\$16.44	\$42.00	\$42.00
Three Years With Employer	\$42.00	\$49.31	\$42.00

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

Benefits	Employer Pays All		Shared Cost		Employee Pays All	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	Most	—	Few	Many	Few	—
Dental Insurance	Almost All	—	Few	Many	—	—
Vision Insurance	Most	—	—	—	Few	—
Life Insurance	Few	—	—	—	Few	—
Sick Leave	Some	—	—	—	—	—
Vacation	Almost All	Many	—	—	Few	—
Retirement Plan	Many	—	Few	—	Few	Many
Child Care	—	—	—	—	Few	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### Work Hours

All work day shifts ranging from 35 to 42 hours, averaging 38 hours per week. Some also have swing shifts and many various evening and weekend hours. A few have part-time positions.

### Education and Training

Almost all require a high school diploma or equivalent. A few accept less than high school. Many accept training in lieu of experience. Many require technical or vocational training.

### Experience

Almost all require previous experience ranging from 6 to 60 months. Some accept experience from similar fields.

# PLUMBERS, PIPEFITTERS AND STEAMFITTERS

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of materials, methods and the tools involved in the construction or repair of houses, buildings or other structures, highways and roads.
- Of machines and tools, including their designs, uses, repair and maintenance.
- Of the practical application of engineering science and technology. This includes applying principles, techniques, procedures and equipment to the design and production of various goods and services.

### SKILLS

- Installing equipment, machines, wiring or programs to meet specifications.
- Determining the kind of tools and equipment needed to do a job.

ment needed to do a job.

- Controlling operations of equipment or systems.

### ABILITIES

- To imagine how something will look after it is moved around or when its parts are moved or rearranged.
- To quickly move your hand, your hand together with your arm or your two hands to grasp, manipulate or assemble objects.
- To make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate or assemble very small objects.

### COMPUTERS

A few require word processing.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

- Employee Referrals 60%
- Union Hall Referrals 53%
- Newspaper Ads 33%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a good outlook for job seekers.

### STATISTICS

- Size: Small (less than 895 employees)
- 2003 Estimated Employment: 790
- Projected Job Growth 2001 - 2008: 9.1%
- Growth: Faster Than Average
- Male 99%      Female 1%

### MAJOR EMPLOYING INDUSTRIES

- Residential Building Construction
- Plumbing, Heating and Air Conditioning
- Local Government

### ADDITIONAL INFORMATION SOURCES

- California Occupational Guide 173 (1998)
- [www.calmis.ca.gov](http://www.calmis.ca.gov)

### OTHER INFORMATION

- Most promote to supervisory and management positions, such as, foreman or superintendent.

**15 employers with 234 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web site of o-net, <http://online.onetcenter.org>

# PURCHASING MANAGERS

Plan, direct, or coordinate the activities of buyers, purchasing officers, and related workers involved in purchasing materials, products, and services.

**SOC CODE 113061**

<b>WAGES</b>	<b>Low</b>	<b>HIGH</b>	<b>MEDIAN</b>
NEW HIRES NO EXPERIENCE	\$9.00	\$19.18	\$10.00
NEW HIRES EXPERIENCED	\$10.00	\$31.16	\$17.26
THREE YEARS WITH EMPLOYER	\$15.00	\$35.00	\$23.49

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

<b>BENEFITS</b>	<b>EMPLOYER PAYS ALL</b>		<b>SHARED COST</b>		<b>EMPLOYEE PAYS ALL</b>	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
<b>MEDICAL INSURANCE</b>	MANY	—	MANY	—	—	—
<b>DENTAL INSURANCE</b>	SOME	—	MANY	—	—	—
<b>VISION INSURANCE</b>	SOME	—	SOME	—	—	—
<b>LIFE INSURANCE</b>	SOME	—	SOME	—	—	—
<b>SICK LEAVE</b>	MANY	—	SOME	—	—	—
<b>VACATION</b>	MANY	MANY	SOME	—	—	—
<b>RETIREMENT PLAN</b>	SOME	—	MANY	—	FEW	—
<b>CHILD CARE</b>	FEW	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

All work day shifts ranging from 37 to 40 hours, averaging 40 hours per week. A few have part-time positions.

### EDUCATION AND TRAINING

Most require a high school diploma or equivalent. Some want a bachelor degree. Another few ask for an associate degree but a few will accept less than high school. Many accept training in lieu of experience.

### EXPERIENCE

Most require previous experience ranging from 3 to 36 months. Some accept experience from operations and/or sales fields.

# PURCHASING MANAGERS

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, production methods and coordination of people and resources.
- Of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- Of arithmetic, algebra, geometry, calculus, statistics and their applications.

### SKILLS

- Talking to others to convey information effectively.
- Motivating, developing and directing people as they work, identifying the best people for the job.

- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

### ABILITIES

- To speak clearly so others can understand you.
- To communicate information and ideas in speaking so others will understand.
- To choose the right mathematical methods or formulas to solve a problem.

### COMPUTERS

Almost all require word processing skills. Many want spreadsheet and/or database skills with a few looking for desktop publishing and proprietary software experience.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

Employee Referrals 67%  
In-house Promotion or Transfer 47%  
Internet 47%

### SUPPLY AND DEMAND

Employers report it is not difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a very competitive outlook for job seekers.

### STATISTICS

Size: Small (less than 895 employees)  
2003 Estimated Employment: 430  
Projected Job Growth 2001 - 2008: (-4.5%)  
Growth: Slow Decline  
Male 57% Female 43%

### MAJOR EMPLOYING INDUSTRIES

Grocery Stores  
Miscellaneous Shopping Goods Stores  
Hotels and Motels

### ADDITIONAL INFORMATION SOURCES

[www.calmis.ca.gov](http://www.calmis.ca.gov)

### OTHER INFORMATION

Many promote to higher or other management positions.

**15 employers with 37 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web site of o-net, <http://online.onetcenter.org>

# REAL ESTATE SALES AGENTS

Rent, buy, or sell property for clients. Perform duties, such as study property listings, interview prospective clients, accompany clients to property site, discuss conditions of sale, and draw up real estate contracts. Includes agents who represent buyer.

**SOC CODE 419022**

WAGES	LOW	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$7.99	\$11.99	\$11.99
NEW HIRES EXPERIENCED	\$7.99	\$14.38	\$14.38
THREE YEARS WITH EMPLOYER	\$9.59	\$16.78	\$15.85

Wages for almost all real estate sales agents usually are commission-based. Figures in the adjoining wages box indicate what a full-time agent could conceivably expect to earn. The nature of the work typically has no guarantees with earning potential unlimited.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

BENEFITS	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	FEW	—	FEW	—	—	—
DENTAL INSURANCE	FEW	—	FEW	—	—	—
VISION INSURANCE	FEW	—	FEW	—	—	—
LIFE INSURANCE	FEW	—	FEW	—	—	—
SICK LEAVE	FEW	—	FEW	—	—	—
VACATION	FEW	—	FEW	—	FEW	—
RETIREMENT	—	—	FEW	—	—	—
CHILD CARE	—	—	FEW	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

Almost all work day shifts ranging from 40 to 60 hours, averaging 44 hours per week. Some work evenings and weekends.

### EDUCATION AND TRAINING

Many require a high school diploma or equivalent while some look for a bachelor degree and a few, an associate degree. Some accept training in lieu of experience. Many require technical or vocational training.

### EXPERIENCE

Some require previous experience ranging from 6 to 36 months. Some accept experience from marketing and/or other sales fields.

# REAL ESTATE SALES AGENTS

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of principles and methods for showing, promoting and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques and sales control systems
- Of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules and the democratic political process.
- Of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods and coordination of people and resources.

### SKILLS

- Talking to others to convey information effectively.
- Understanding written sentences and

paragraphs in work related documents.

- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate time

### ABILITIES

- To read and understand information and ideas presented in writing.
- To communicate information and ideas in speaking so others will understand.
- To listen to and understand information and ideas presented through spoken words and sentences.

### COMPUTERS

Almost all require word processing and most, spreadsheet and database skills. A few look for desktop publishing and knowledge of GIS and proprietary software of local real estate boards.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

Newspaper Ads 64%  
Employee Referrals 36%  
Walk-in Applicants 27%  
Internet 27%

### SUPPLY AND DEMAND

Employers report it is very difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a very good outlook for job seekers.

### OTHER INFORMATION

Many promote to management positions.

Agents must be licensed by the State of California, renewable every four years.

### STATISTICS

Size: Small (less than 895 employees)  
2003 Estimated Employment: 410  
Projected Job Growth 2001 - 2008: 2.4%  
Growth: Slower Than Average  
Male 56% Female 44%

### MAJOR EMPLOYING INDUSTRIES

Real Estate Agents and Managers  
Real Estate Operators and Lessors  
Federal Government

### ADDITIONAL INFORMATION SOURCES

California Occupational Guide 90 (1995)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

**12 employers with 502 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web site of o-net, <http://online.onetcenter.org>



# SECRETARIES, EXCEPT LEGAL, MEDICAL AND EXECUTIVE

## ALTERNATE TITLE: ADMINISTRATIVE ASSISTANTS

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

**SOC CODE 436014**

Non-Union WAGES	Low	High	Median
New Hires No Experience	\$9.59	\$14.00	\$11.80
New Hires Experienced	\$9.00	\$19.18	\$13.71
Three Years With Employer	\$14.58	\$18.96	\$16.00

A few  
employers  
give bonuses.

Union WAGES	Low	High	Median
New Hires No Experience	—	—	—
New Hires Experienced	\$14.72	\$22.07	\$15.53
Three Years With Employer	\$15.03	\$23.74	\$17.11

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Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not included extreme wages.

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Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not included extreme wages.

Benefits	Employer Pays All		Shared Cost		Employee Pays All	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	Many	Some	Most	Some	—	—
Dental Insurance	Many	Some	Some	Some	Few	—
Vision Insurance	Many	Some	Many	Some	Few	—
Life Insurance	Some	Few	Few	Few	Few	—
Sick Leave	Most	Some	Few	Few	—	—
Vacation	Almost All	Many	Few	Few	—	—
Retirement Plan	Most	Some	Some	Few	Few	—
Child Care	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### Work Hours

All work day shifts ranging from 35 to 50 hours, averaging 38 hours per week. A few have part-time positions.

### Education and Training

Most require a high school diploma or equivalent. A few want an associate or bachelor degree. Many accept training in lieu of experience. A few accept technical or vocational training.

### Experience

Almost all require previous experience ranging from 12 to 24 months. Many accept experience from related legal or general office fields.

# SECRETARIES, EXCEPT LEGAL, MEDICAL AND EXECUTIVE

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of administrative and clerical procedures and systems, such as, word processing, managing files and records, stenography and transcription, designing forms and other office procedures and terminology.
- Of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Of circuit boards, processors, chips, electronic equipment and computer hardware and software, including application and programming.

### SKILLS

- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

- Adjusting actions in relation to others' actions.

- Understanding written sentences and paragraphs in work related documents.

### ABILITIES

- To communicate information and ideas in speaking so others will understand.
- To listen to and understand information and ideas presented through spoken words and sentences.
- To read and understand information and ideas presented in writing.

### COMPUTERS

All require word processing, and almost all, spreadsheet skills; most also want database knowledge. Some look for desktop publishing and/or presentation application abilities.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

- Internet 69%
- Employee Referrals 44%
- In-house Promotion or Transfer 25%

### SUPPLY AND DEMAND

Employers report it is moderately difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a good outlook for job seekers.

### ADDITIONAL INFORMATION SOURCES

California Occupational Guide 38 (1998)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

### STATISTICS

Size: Very Large (more than 3880 employees)  
2003 Estimated Employment: 5920  
Projected Job Growth 2001 - 2008: (-4.8%)  
Growth: Slow Decline  
Male 12% Female 88%

### MAJOR EMPLOYING INDUSTRIES

Personnel Supply Services  
Job Training and Related Services  
Management and Public Relations

### OTHER INFORMATION

Most promote to senior, supervisory or management positions.

**16 employers with 177 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web sites of o-net, <http://online.onetcenter.org>

# WAITERS AND WAITRESSES

## ALTERNATE TITLES: FOOD SERVER, SERVERS

Take orders and serve food and beverages to patrons at tables in dining establishments.

**SOC Code 353031**

WAGES	Low	HIGH	MEDIAN
NEW HIRES NO EXPERIENCE	\$6.75	\$7.00	\$6.75
NEW HIRES EXPERIENCED	\$6.75	\$8.00	\$6.75
THREE YEARS WITH EMPLOYER	\$6.75	\$13.00	\$6.75

### Almost all receive tips

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Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

BENEFITS	EMPLOYER PAYS ALL		SHARED COST		EMPLOYEE PAYS ALL	
	FULL TIME	PART TIME	FULL TIME	PART TIME	FULL TIME	PART TIME
MEDICAL INSURANCE	FEW	—	SOME	FEW	FEW	FEW
DENTAL INSURANCE	FEW	—	SOME	FEW	FEW	FEW
VISION INSURANCE	FEW	—	FEW	FEW	FEW	FEW
LIFE INSURANCE	—	—	FEW	FEW	FEW	FEW
SICK LEAVE	FEW	FEW	FEW	FEW	FEW	FEW
VACATION	SOME	FEW	FEW	FEW	FEW	FEW
RETIREMENT PLAN	FEW	—	—	FEW	—	—
CHILD CARE	—	—	—	FEW	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### WORK HOURS

Almost all work day shifts ranging from 35 to 40 hours, averaging 37 hours per week. Many have swing and as-needed shifts, such as, breakfast and dinner hours. A few have graveyard shifts. Many have part-time positions.

### EDUCATION AND TRAINING

Most require a high school diploma or equivalent. Some accept less than high school. Some accept training in lieu of experience.

### EXPERIENCE

Most require previous experience ranging from 6 to 24 months. Some accept experience from related food, retail or customer service fields.

# WAITERS AND WAITRESSES

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Of arithmetic, algebra, geometry, calculus, statistics and their applications.
- Of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.

### SKILLS

- Actively looking for ways to help people.
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions

- as appropriate and not interrupting at inappropriate times.
- Talking to others to convey information effectively.

### ABILITIES

- To communicate information and ideas in speaking so others will understand.
- To listen to and understand information and ideas presented through spoken words and sentences.
- To remember information, such as, words, numbers, pictures and procedures.

### COMPUTERS

Many require word processing and other computer skills, such as, point of sales terminals.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

Employee Referrals 65%  
Walk-in Applicants 65%  
Newspaper Ads 41%

### SUPPLY AND DEMAND

Employers report it is not difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a very competitive outlook for job seekers.

### STATISTICS

Size: Very Large (more than 3880 employees)  
2003 Estimated Employment: 11,680  
Projected Job Growth 2001 - 2008: 7.6%  
Growth: Faster Than Average  
Male 52% Female 48%

### MAJOR EMPLOYING INDUSTRIES

Eating and Drinking Places

### ADDITIONAL INFORMATION SOURCES

California Occupational Guide 366 (1997)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

### OTHER INFORMATION

Most promote to supervisory positions or managerial positions.

**17 employers with 357 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web sites of o-net, <http://online.onetcenter.org>

# WELDERS, CUTTERS, SOLDERERS, AND BRAZERS

Use hand-welding, flame-cutting, hand soldering, or brazing equipment to weld or join metal components or to fill holes, indentations, or seams of fabricated metal products.

**SOC CODE 514121**

Non-Union WAGES	Low	High	Median
New Hires No Experience	\$12.00	\$18.00	\$15.00
New Hires Experienced	\$10.00	\$23.97	\$19.00
Three Years With Employer	\$20.00	\$35.00	\$25.00

A few employers give bonuses.

Union WAGES	Low	High	Median
New Hires No Experience	—	—	—
New Hires Experienced	\$10.00	\$23.97	\$16.99
Three Years With Employer	\$23.97	\$23.97	\$23.97

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision.

Wages included in this report are those paid by the employers participating in the survey for employees at three levels of experience. The report does not include extreme wages.

Benefits	Employer Pays All		Shared Cost		Employee Pays All	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	Most	Some	Some	—	—	—
Dental Insurance	Some	Some	Few	—	—	—
Vision Insurance	Some	Some	Few	—	—	—
Life Insurance	Few	Some	—	—	—	—
Sick Leave	Some	Some	—	—	—	—
Vacation	Most	Some	—	—	—	—
Retirement Plan	Some	—	—	—	—	—
Child Care	—	—	—	—	—	—

All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

## EMPLOYER REQUIREMENTS

### Work Hours

All work day shifts ranging from 35 to 40 hours, averaging 40 hours per week. A few have part-time positions.

### Education and Training

Many require a high school diploma or equivalent but many accept less than high school. Some accept training in lieu of experience. A few accept technical or vocational training.

### Experience

Most require previous experience ranging from 12 to 24 months. Many accept experience from related fields.

# WELDERS, CUTTERS, SOLDERERS, AND BRAZERS

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## KNOWLEDGE, SKILLS AND ABILITIES EMPLOYERS MAY REQUIRE

### KNOWLEDGE

- Of materials, methods and the tools involved in the construction or repair of houses, buildings or other structures, such as, highways and roads.
- Of machines and tools, including their designs, uses, repair and maintenance.
- Of raw materials, production processes, quality control, costs and other techniques for maximizing the effective manufacture and distribution of goods.

### SKILLS

- Controlling operations of equipment or systems.
- Performing routine maintenance on equip-

ment and determining when and what kind of maintenance is needed.

- Determining the kind of tools and equipment needed to do a job.

### ABILITIES

- To keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- To quickly move your hand, your hand together with your arm or your two hands to grasp, manipulate or assemble objects.
- To quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.

### COMPUTERS

A few look for basic computer skills.

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## EMPLOYMENT TRENDS

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### RECRUITMENT METHODS

Employee Referrals 69%  
Walk-in Applicants 69%  
Newspaper Ads 44%

### STATISTICS

Size: Small (less than 885 employees)  
2003 Estimated Employment: 590  
Projected Job Growth 2001 - 2008: 10.5%  
Growth: Much Faster Than Average  
Male 94% Female 6%

### SUPPLY AND DEMAND

Employers report it is very difficult finding fully experienced and qualified applicants who meet their hiring standards indicating a very good outlook for job seekers.

### MAJOR EMPLOYING INDUSTRIES

Combination Utility Services  
Construction and Related Machinery  
Fabricated Structural Metal Products

### ADDITIONAL INFORMATION SOURCES

California Occupational Guide 84 (1996)  
[www.calmis.ca.gov](http://www.calmis.ca.gov)

### OTHER INFORMATION

Few promote in this occupation.

**16 employers with 48 employees responded to this survey in the fourth quarter 2003.**

Key Terms: All (100%) • Almost All (80-99%) • Most (60-79%) • Many (40-59%) • Some (20-39%) • Few (<20%)

Knowledge, Skills and Abilities information was selected from the web sites of o-net, <http://online.onetcenter.org>

## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

The California Training & Education Providers (CTEP) database is a comprehensive source of training providers and educators in California. It is your best guide to local training information. You simply match yourself to private or public schools or colleges and universities, which meet your training interests or needs. Search the CTEP database of more than 3,600 training providers using various criteria at <http://www.soicc.ca.gov/ctep/>.

Below are training and education providers for many of the selected occupations in this 2003 Occupational Outlook Report.

The Private Industry Council of San Francisco, Inc. (PIC) and the Employment Development Department (EDD) do not endorse the schools listed in the California Training and Education Provider (CTEP). Please note that training programs may change frequently and it is recommended contacting the schools to verify the information listed.

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### ADVERTISING SALES AGENTS . . .

#### Academy of Art College

79 New Montgomery Street  
San Francisco CA 94105  
Private 4- or more year Colleges and Universities,  
including Graduate and Professional Schools  
Counseling  
(800) 544-2787  
(415) 274-8601  
<http://www.academyart.edu>  
Advertising

#### Miami Ad School

415 Jackson Street, Suite B  
San Francisco CA 94111  
Proprietary (Private) Business and Technical Schools  
(415) 837-0966  
<http://www.miamiadschool.com>  
Advertising

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### BROADCAST TECHNICIANS . . .

#### City College of San Francisco

Main Campus  
50 Phelan Avenue  
San Francisco CA 94112-1899  
(11 campuses in San Francisco)  
Community Colleges  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org)

Radio and Television Broadcasting  
Technology/Technician

#### Globe Recording Institute

739 Bryant Street  
San Francisco CA 94107  
Proprietary (Private) Business and Technical  
Schools  
(650) 324-044  
Open Entry/Open Exit:  
<http://www.golberecording.com>  
[info@globerecording.com](mailto:info@globerecording.com)  
Communications Technologies/Technicians &  
Support Services, Other

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### CONCIERGES . . .

#### Goodwill Industries of San Francisco

1500 Mission Street  
San Francisco CA 94103  
Apprenticeship Programs  
(415) 575-2100  
(415) 575-2170  
<http://www.sfgoodwill.org>  
[dchester@sfgoodwill.org](mailto:dchester@sfgoodwill.org)  
Hospitality and Recreation Marketing  
Operations



## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **CONCIERGES (CONTINUED) . . .**

#### **Hospitality Management Training Institute**

760 Market Street, Suite 1009  
San Francisco CA 94102  
Proprietary (Private) Business and Technical Schools  
(415) 677-9717  
(415) 677-9810  
<http://www.hotelcollege.com>  
[hotelschool@aol.com](mailto:hotelschool@aol.com)  
Hospitality and Recreation Marketing Operations

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### **COOKS, INSTITUTION AND CAFETERIA . . .**

#### **California Culinary Academy**

625 Polk Street  
San Francisco CA 94102  
Proprietary (Private) Business and Technical Schools  
(800) 229-2433  
(415) 771-2194  
[http://www.baychef.com/  
admissions@baychef.com](http://www.baychef.com/admissions@baychef.com)  
Culinary Arts and Related Services, Other  
Institutional Food Workers (NEW)  
Food Preparation/Professional Cooking/Kitchen  
Assistant

#### **City College of San Francisco**

Main Campus  
50 Phelan Avenue  
San Francisco CA 94112-1899  
(11 campuses in San Francisco)  
Community Colleges  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
Institutional Food Workers (NEW)  
Food Preparation/Professional Cooking/Kitchen  
Assistant

#### **The Haight Asbury Food Program**

278 Divisadero Street  
San Francisco CA 94117  
Other Education  
(415) 503-4480  
(415) 503-4482  
<http://www.thefoodprogram.org>  
[info@thefoodprogram.org](mailto:info@thefoodprogram.org)  
Food Preparation/Professional Cooking/Kitchen  
Assistant

#### **San Francisco County Regional Occupational Center**

1370 – 43rd Avenue  
San Francisco CA 94122  
Secondary Schools with Occupational Programs  
(ROP and vocational/occupational education)  
Counseling  
(415) 242-2600  
(415) 242-2573  
<http://www.sfusd.k12.ca.us>  
[vcolonm@muse.sfu.edu](mailto:vcolonm@muse.sfu.edu)  
Culinary Arts and Related Services, Other

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### **COOKS, RESTAURANT . . .**

#### **California Culinary Academy**

625 Polk Street  
San Francisco CA 94102  
Proprietary (Private) Business and Technical Schools  
(800) 229-2433  
(415) 771-2194  
[http://www.baychef.com/  
admissions@baychef.com](http://www.baychef.com/admissions@baychef.com)  
Culinary Arts/Chef Training

#### **Mission Language and Vocational School**

2929 – 19th Street  
San Francisco CA 94110  
Secondary Schools with Occupational Programs  
(ROP and vocational/occupational education)  
Counseling  
(415) 648-5220  
(415) 641-0262  
[meterix500@yahoo.com](mailto:meterix500@yahoo.com)  
Culinary Arts/Chef Training

## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **COOKS, RESTAURANT (CONTINUED) . . .**

#### **Tante Marie's Cooking School**

271 Francisco Street  
San Francisco CA 94133  
Secondary Schools with Occupational Programs  
(ROP and vocational/occupational education)  
Counseling  
(415) 788-6699  
(415) 788-8924  
<http://www.tantemarie.com>  
Culinary Arts/Chef Training

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### **COOKS, SHORT ORDER . . .**

#### **California Culinary Academy**

625 Polk Street  
San Francisco CA 94102  
Proprietary (Private) Business and  
Technical Schools  
(800) 229-2433  
(415) 771-2194  
<http://www.baychef.com/>  
[admissions@baychef.com](mailto:admissions@baychef.com)  
Food Preparation/Professional Cooking/Kitchen  
Assistant

#### **City College of San Francisco**

Main Campus  
50 Phelan Avenue  
San Francisco CA 94112-1899  
(11 campuses in San Francisco)  
Community Colleges  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org)  
Food Preparation/Professional Cooking/Kitchen  
Assistant

#### **The Haight Asbury Food Program**

278 Divisadero Street  
San Francisco CA 94117  
Other Education  
(415) 503-4480  
(415) 503-4482  
<http://www.thefoodprogram.org>  
[info@thefoodprogram.org](mailto:info@thefoodprogram.org)  
Food Preparation/Professional Cooking/Kitchen  
Assistant

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### **DENTAL ASSISTANTS . . .**

#### **Bryman College of San Francisco**

814 Mission Street  
San Francisco CA 94103  
Proprietary (Private) Business and  
Technical Schools  
(415) 777-2500  
(415) 495-3457  
<http://www.bryman-college.com>  
Dental Assisting/Assistant

#### **City College of San Francisco**

Main Campus  
50 Phelan Avenue  
San Francisco CA 94112-1899  
(11 campuses in San Francisco)  
Community Colleges  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org)  
Dental Assisting/Assistant

#### **San Francisco Dental Tech College**

414 - 33rd Avenue  
San Francisco CA 94121  
Proprietary (Private) Business and  
Technical Schools  
(415) 752-0889  
(415) 752-0887  
<http://www.dentaltechcollege.com>  
[sfdental@aol.com](mailto:sfdental@aol.com)  
Dental Assisting/Assistant

## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **DENTAL HYGIENISTS . . .**

#### **University of California, San Francisco**

Various Locations  
San Francisco  
Public 4- or more year Colleges and Universities,  
including all Graduate and Professional Schools  
Counseling  
(415) 476-9000  
(415) 476-9690  
<http://www.ucsf.edu>  
Dental Hygiene/Hygienist

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### **EMPLOYMENT, RECRUITMENT AND PLACEMENT SPECIALISTS . . .**

#### **City College of San Francisco**

Main Campus  
50 Phelan Avenue  
San Francisco CA 94112-1899  
(11 campuses in San Francisco)  
Community Colleges  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
Labor and Industrial Relations

#### **Community Educational Services**

80 Fresno Street  
San Francisco CA 94133  
Other Education  
(415) 982-0615  
(415) 434-3128  
<http://www.cessf.org>  
[darin@cessf.org](mailto:darin@cessf.org)  
Human Resources Management and Services, Other

#### **Devry University**

455 Market Street, Suite 1650  
San Francisco CA 94105  
Private 4- or more year Colleges and Universities,  
including Graduate and Professional Schools  
Counseling  
(415) 243-8787  
Open Entry/Open Exit:

<http://www.devry.us>  
Human Resources Management/Personnel  
Administration, General

#### **Golden Gate University**

536 Mission Street  
San Francisco CA 94105-2968  
Private 4- or more year Colleges and Universities,  
including Graduate and Professional Schools  
Counseling  
(415) 448-4968  
(415) 442-7807  
<http://www.ggu.edu>  
[info@ggu.edu](mailto:info@ggu.edu)  
Organizational Behavior Studies  
Human Resources Management/Personnel  
Administration, General

#### **San Francisco State University**

1600 Holloway Avenue  
San Francisco CA 94132  
Public 4- or more year Colleges and Universities,  
including all Graduate and Professional Schools  
Counseling  
(415) 338-1111  
(415) 338-6922  
<http://www.sfsu.edu>  
[ugadmit@sfsu.edu](mailto:ugadmit@sfsu.edu)  
Human Resources Management/Personnel  
Administration, General  
Labor and Industrial Relations

#### **San Francisco State University**

425 Market Street  
San Francisco CA 94105  
Public 4- or more year Colleges and Universities,  
including all Graduate and Professional Schools  
Counseling  
(415) 405-7700  
(415) 338-7290  
<http://www.cel.sfsu.edu>  
[sfsucel@sfsu.edu](mailto:sfsucel@sfsu.edu)  
Human Resources Management and Services, Other  
Human Resources Management/Personnel  
Administration, General

## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### ***EMPLOYMENT, RECRUITMENT AND PLACEMENT SPECIALISTS . . .***

#### **University of San Francisco**

2130 Fulton Street  
San Francisco CA 94117-1080  
Private 4- or more year Colleges and Universities,  
including Graduate and Professional Schools  
Counseling  
(415) 422-5555  
(415) 422-2217  
<http://www.usfca.edu>  
Organizational Behavior Studies

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### ***FLORAL DESIGNERS . . .***

#### **City College of San Francisco**

Main Campus  
50 Phelan Avenue  
San Francisco CA 94112-1899  
(11 campuses in San Francisco)  
Community Colleges  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org)  
Special Products Marketing Operations (NEW)

#### **San Francisco County Regional Occupational Center**

1370 – 43rd Avenue  
San Francisco CA 94122  
Secondary Schools with Occupational Programs  
(ROP and vocational/occupational education)  
Counseling  
(415) 242-2600  
(415) 242-2573  
<http://www.sfusd.k12.ca.us>  
[vcolonn@muse.sfufd.edu](mailto:vcolonn@muse.sfufd.edu)  
Special Products Marketing Operations (NEW)

### ***JANITORS AND CLEANERS, EXCEPT MAIDS AND HOUSEKEEPING CLEANERS . . .***

#### **City College of San Francisco**

Main Campus  
50 Phelan Avenue  
San Francisco CA 94112-1899  
(11 campuses in San Francisco)  
Community Colleges  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org)  
Housing and Human Environments, Other

#### **Maintrain Janitorial Training**

777 Stockton Street, Room 203  
San Francisco CA 94108  
Other Education  
(415) 398-3353  
(415) 398-3357  
Human Development, Family Studies, & Related  
Services, Other

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### ***MAIDS AND HOUSEKEEPING CLEANERS . . .***

#### **City College of San Francisco**

Main Campus  
50 Phelan Avenue  
San Francisco CA 94112-1899  
(11 campuses in San Francisco)  
Community Colleges  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org) Environments, Other

#### **Maintrain Janitorial Training**

777 Stockton Street, Room 203  
San Francisco CA 94108  
Other Education  
(415) 398-3353  
(415) 398-3357  
Human Development, Family Studies, & Related  
Services, Other

## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **NETWORK AND COMPUTER SYSTEMS ADMINISTRATORS . . .**

#### **City College of San Francisco**

Main Campus  
50 Phelan Avenue  
San Francisco CA 94112-1899  
(11 campuses in San Francisco)  
Community Colleges  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
Computer and Information Sciences, General

#### **CompUSA Inc. Technology Training**

The Phelan Building  
750 Market Street  
San Francisco CA 94102  
Other Education  
(415) 743-3250  
Open Entry/Open Exit:  
<http://www.compusa.com#>  
[jill\\_dougherty@compusa.com](mailto:jill_dougherty@compusa.com)  
Computer and Sciences, General  
Computer Systems Networking and  
Telecommunications (NEW)

#### **Computer Skills Center**

5011 Geary Boulevard  
San Francisco CA 94118  
Proprietary (Private) Business and Technical Schools  
(415) 221-9201  
(415) 750-0525  
[computeskl@aol.com](mailto:computeskl@aol.com)  
Computer and Information Sciences, General

#### **Devry University**

455 Market Street, Suite 1650  
San Francisco CA 94105  
Private 4- or more year Colleges and Universities,  
including Graduate and Professional Schools  
Counseling  
(415) 243-8787  
Open Entry/Open Exit:  
<http://www.devry.us>  
Training Program(s):  
Computer Systems Analysis/Analyst  
Computer Systems Networking and  
Telecommunications (NEW)  
Computer and Information Sciences, General  
Information Science/Studies  
Computer Systems Networking and  
Telecommunications (NEW)

#### **The Gilde Foundation**

330 Ellis Street  
San Francisco CA 94102  
Other Education  
(415) 674-6150  
(415) 441-5657  
<http://www.glide.org>  
Computer and Information Sciences & Support  
Services, Other

#### **Golden Gate University**

536 Mission Street  
San Francisco CA 94105-2968  
Private 4- or more year Colleges and Universities,  
including Graduate  
Counseling  
(415) 448-4968  
(415) 442-7807  
<http://www.ggu.edu>  
[info@ggu.edu](mailto:info@ggu.edu)  
Computer Systems Networking and  
Telecommunications (NEW)  
Computer and Information Sciences, General

## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **NETWORK AND COMPUTER**

#### **SYSTEMS ADMINISTRATORS (CONTINUED) . . .**

##### **Goodwill Industries of San Francisco**

1500 Mission Street  
San Francisco CA 94103  
Apprenticeship Programs  
(415) 575-2100  
(415) 575-2170  
<http://www.sfgoodwill.org>  
[dchester@sfgoodwill.org](mailto:dchester@sfgoodwill.org)  
Computer and Information Sciences & Support  
Services, Other

##### **Graphic Arts Institute**

665 Third Street  
San Francisco CA 94107  
Proprietary (Private) Business and Technical Schools  
(800) 659-3363  
(800) 824-1911  
<http://www.gai.org>  
[info@gai.org](mailto:info@gai.org)  
Computer and Information Sciences, General  
Computer and Information Sciences & Support  
Services, Other

##### **Heald College School**

350 Mission Street  
San Francisco CA 94105  
Proprietary (Private) Business and Technical Schools  
(415) 808-3000  
(415) 808-3005  
<http://www.heald.edu>  
Computer Systems Analysis/Analyst  
Computer Systems Networking and  
Telecommunications (NEW)

##### **Intercultural Institute of California**

1362 Post Street  
San Francisco CA 94109  
Other Education  
(415) 441-1881  
(415) 885-4155  
<http://www.iic.edu>  
[etomp@iic.edu](mailto:etomp@iic.edu)  
Computer and Information Sciences, General

##### **Keller Graduate**

##### **School of Management**

455 Market Street, Suite 1650  
San Francisco CA 94105  
Private 4- or more year Colleges and Universities,  
including Graduate  
Counseling  
(415) 243-8787  
(415) 243-8686  
<http://www.devry.edu/dvuc>  
[sfctr@keller.edu](mailto:sfctr@keller.edu)  
Computer Systems Networking and  
Telecommunications (NEW)

##### **L.E.N. Business**

##### **and Language Institute**

1254 Market Street, Suite 200  
San Francisco CA 94102  
Proprietary (Private) Business  
and Technical Schools  
(415) 252-9059  
(415) 252-0360  
<http://www.leninstitute.com>  
[leninst@earthlink.net](mailto:leninst@earthlink.net)  
Computer and Information Sciences, General

## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **NETWORK AND COMPUTER**

#### **SYSTEMS ADMINISTRATORS (CONTINUED) . . .**

##### **Mission Language and Vocational School**

2929 – 19th Street  
San Francisco CA 94110  
Secondary Schools with Occupational Programs  
(ROP and vocational/occupational education)  
Counseling  
(415) 648-5220  
(415) 641-0262  
[meterix500@yahoo.com](mailto:meterix500@yahoo.com)  
Computer Systems Networking and  
Telecommunications (NEW)  
Computer and Information Sciences, General

##### **New Horizons Computer Learning Center**

425 Market Street  
San Francisco CA 94111  
Proprietary (Private) Business and Technical Schools  
(800) 364-9368  
(415) 354-3540  
<http://www.newhorizons.com>  
[sales.sanfrancisco@newhorizons.com](mailto:sales.sanfrancisco@newhorizons.com)  
Information Science/Studies  
Computer and Information Sciences, General  
Computer Systems Networking and  
Telecommunications (NEW)  
Computer Systems Analysis/Analyst

##### **Oxman College**

375 Third Avenue  
San Francisco CA 94118  
Proprietary (Private) Business and Technical Schools  
(415) 751-6461  
(415) 751-6458  
<http://www.oxmancollege.com>  
Computer and Information Sciences & Support  
Services, Other

##### **Productivity Point International**

50 California Street, Suite 1600  
San Francisco CA 94111  
Proprietary (Private) Business and Technical Schools  
(415) 972-2500  
(415) 538-7880  
<http://www.propoint.com>  
Computer Systems Analysis/Analyst  
Computer Systems Networking and  
Telecommunications (NEW)  
Computer and Information Sciences, General

##### **San Francisco County Regional Occupational Center**

1370 – 43rd Avenue  
San Francisco CA 94122  
Secondary Schools with Occupational Programs  
(ROP and vocational/occupational education)  
Counseling  
(415) 242-2600  
(415) 242-2573  
<http://www.sfusd.k12.ca.us>  
[vcolonm@muse.sfufd.edu](mailto:vcolonm@muse.sfufd.edu)  
Computer and Information Sciences & Support  
Services, Other

##### **San Francisco Housing Authority**

10 San Francisco Locations  
Public Adult Schools with Occupational Programs  
(415) 345-0123  
(415) 345-0122  
[http://www.ci.sf.ca.us/sfha/  
computerlearning@sfha.org](http://www.ci.sf.ca.us/sfha/computerlearning@sfha.org)  
Computer and Information Sciences, General



## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **NETWORK AND COMPUTER**

#### **SYSTEMS ADMINISTRATORS (CONTINUED) . . .**

##### **San Francisco State University**

1600 Holloway Avenue  
San Francisco CA 94132  
Public 4- or more year Colleges and Universities,  
including all Graduate and Professional Schools  
Counseling  
(415) 338-1111  
(415) 338-6922  
<http://www.sfsu.edu>  
[ugadmit@sfsu.edu](mailto:ugadmit@sfsu.edu)  
Computer Systems Analysis/Analyst

##### **San Francisco State University**

425 Market Street  
San Francisco CA 94105  
Public 4- or more year Colleges and Universities,  
including all Graduate and Professional Schools  
Counseling  
(415) 405-7700  
(415) 338-7290  
<http://www.cel.sfsu.edu>  
[sfsucel@sfsu.edu](mailto:sfsucel@sfsu.edu)  
Computer and Information Sciences & Support  
Services, Other  
Computer Systems Networking and  
Telecommunications (NEW)

##### **San Francisco Vocational Services**

814 Mission Street, Suite 600  
San Francisco CA 94103  
Secondary Schools with Occupational Programs  
(ROP and vocational/occupational education)  
Counseling  
(415) 512-9500  
(415) 512-9507  
<http://www.sfvocationalservices.org>  
[sfvocationalservices.org](http://sfvocationalservices.org)  
Computer and Information Sciences, General

##### **TechSkills, LLC**

150 Spear Street  
San Francisco CA 94105  
Proprietary (Private) Business  
and Technical Schools  
(415) 442-0150  
(415) 882-1917  
<http://www.techskills.com>  
[emoore@techskills.com](mailto:emoore@techskills.com)  
Computer and Information Sciences &  
Support Services, Other  
Computer and Information Sciences, General

##### **University of Phoenix**

185 Berry Street  
China Basin Landing, Lobby Three  
San Francisco CA 94107  
Private 4- or more year Colleges and  
Universities, including Graduate  
Counseling  
(800) 495-3370  
(415) 495-3505  
<http://www.phoenix.edu>  
[jkempton@apollogrp.edu](mailto:jkempton@apollogrp.edu)  
Information Science/Studies

##### **University of San Francisco**

2130 Fulton Street  
San Francisco CA 94117-1080  
Private 4- or more year Colleges and  
Universities, including Graduate and  
Professional Schools  
Counseling  
(415) 422-5555  
(415) 422-2217  
<http://www.usfca.edu>  
Computer and Information Sciences, General

##### **Youth for Service**

Pier 96 - Admin Building  
San Francisco CA 94124-1747  
Secondary Schools with Occupational  
Programs (ROP and  
Counseling:  
(415) 621-5555  
(415) 431-3389  
Computer and Information Sciences &  
Support Services, Other



## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### ***PARALEGAL AND LEGAL ASSISTANTS . . .***

#### **City College of San Francisco**

Main Campus  
50 Phelan Avenue  
San Francisco CA 94112-1899  
(11 campuses in San Francisco)  
Community Colleges  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
Legal Assistant/Paralegal

#### **San Francisco State University**

1600 Holloway Avenue  
San Francisco CA 94132  
Public 4- or more year Colleges and Universities,  
including all Graduate and Professional Schools  
Counseling  
(415) 338-1111  
(415) 338-6922  
<http://www.sfsu.edu>  
[ugadmit@sfsu.edu](mailto:ugadmit@sfsu.edu)  
Legal Assistant/Paralegal

#### **San Francisco State University**

425 Market Street  
San Francisco CA 94105  
Public 4- or more year Colleges and Universities,  
including all Graduate and Professional Schools  
Counseling  
(415) 405-7700  
(415) 338-7290  
<http://www.cel.sfsu.edu>  
[sfsucel@sfsu.edu](mailto:sfsucel@sfsu.edu)  
Legal Assistant/Paralegal

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### ***PLUMBERS, PIPEFITTERS AND STEAMFITTERS . . .***

#### **City College of San Francisco**

Main Campus  
50 Phelan Avenue  
San Francisco CA 94112-1899  
(11 campuses in San Francisco)  
Community Colleges  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org)  
Pipefitting/Pipefitter and Sprinkler Fitter (NEW)

#### **Plumbing and Pipefitting Industry Local 38**

1623 Market Street  
San Francisco CA 94103  
Apprenticeship Programs  
(415) 626-2000  
(415) 626-2090  
<http://www.ualocal38.org>  
[local38@ualocal38.org](mailto:local38@ualocal38.org)  
Pipefitting/Pipefitter and Sprinkler Fitter (NEW)

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### ***PURCHASING MANAGERS . . .***

#### **Golden Gate University**

536 Mission Street  
San Francisco CA 94105-2968  
Private 4- or more year Colleges and Universities,  
including Graduate and Professional Schools  
Counseling  
(415) 448-4968  
(415) 442-7807  
<http://www.ggu.edu>  
[info@ggu.edu](mailto:info@ggu.edu)  
Purchasing, Procurement/Acquisitions & Contracts  
Management

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## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **REAL ESTATE SALES AGENTS . . .**

#### **American School of Mortgage Banking**

Various Addresses  
San Francisco CA  
Proprietary (Private) Business and Technical Schools  
(800) 343-5549  
(714) 832-3597  
<http://www.asmb.com>  
[bart@asmb.com](mailto:bart@asmb.com)  
Real Estate

#### **Anthony Schools**

2145 – 19th Avenue, Suite 201  
San Francisco CA 94116  
Proprietary (Private) Business and Technical Schools  
(888) 373-7277  
Open Entry/Open Exit:  
<http://www.anthonyschools.com>  
Real Estate

#### **Asia Pacific International University**

250 Fourth Street, Lower Level  
San Francisco CA 94103  
Private 4- or more year Colleges and Universities,  
including Graduate and Professional Schools  
Counseling  
(415) 834-2748  
(415) 834-2758  
<http://www.apiu.edu>  
[info@apiu.edu](mailto:info@apiu.edu)  
Business Administration and Management, General

#### **City College of San Francisco**

Main Campus  
50 Phelan Avenue  
San Francisco CA 94112–1899  
(11 campuses in San Francisco)  
Community Colleges  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org)  
Training Program(s):  
Real Estate  
Business/Commerce, General  
Tourism and Travel Services Management  
Sales, Distribution, and Marketing Operations,  
General  
Business Administration and Management,  
General

#### **Community Educational Services**

80 Fresno Street  
San Francisco CA 94133  
Other Education  
(415) 982-0615  
(415) 434-3128  
<http://www.cessf.org>  
[darin@cessf.org](mailto:darin@cessf.org)  
Community Organization and Advocacy

#### **Golden Gate University**

536 Mission Street  
San Francisco CA 94105-2968  
Private 4- or more year Colleges and Universities,  
including Graduate and Professional Schools  
Counseling  
(415) 448-4968  
(415) 442-7807  
<http://www.ggu.edu>  
[info@ggu.edu](mailto:info@ggu.edu)  
Training Program(s):  
Business Administration and Management, General  
Public Administration  
Tourism and Travel Services Management  
Hospitality Administration/Management, Other  
Non-Profit/Public/Organizational Management  
Arts Management

## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **REAL ESTATE SALES AGENTS**

(CONTINUED) . . .

#### **New College of California**

Various Campuses  
50 Fell Street  
San Francisco CA 94110  
Private 4- or more year Colleges and Universities,  
including Graduate and Professional Schools  
Counseling  
(415) 437-3460  
(415) 626-5171  
<http://www.newcollege.edu>  
[admissions@newcollege.edu](mailto:admissions@newcollege.edu)  
Business Administration, Management and  
Operations, Other

#### **Noble Fields School of Real Estate**

870 Market Street, Suite 623  
San Francisco CA 94102-  
Proprietary (Private) Business and Technical Schools  
(415) 956-6169  
(415) 956-4615  
<http://www.noblefields.com>  
[noblefield@noblefields.com](mailto:noblefield@noblefields.com)  
Real Estate

#### **Olympic Real Estate Academy**

3738 Irving Street  
San Francisco CA 94122  
Proprietary (Private) Business and Technical Schools  
(415) 759-1040  
(415) 759-1495  
Distance Learning:  
Real Estate

#### **Presidio World College**

Presidio Building 36  
San Francisco CA 94129:  
Proprietary (Private) Business and Technical Schools  
(415) 561-6590  
(415) 561-6483  
<http://www.presidioworldcollege.org>  
[info@presidioworldcollege.org](mailto:info@presidioworldcollege.org)  
Business Administration, Management and  
Operations, Other

#### **Ranmac Educational Services**

425 Market Street, Second Floor  
San Francisco CA 94105  
Proprietary (Private) Business and Technical Schools  
(415) 586-6888  
(415) 585-5036  
Hospitality Administration/Management, Other

#### **Renaissance Entrepreneurship Center**

275 Fifth Street  
San Francisco CA 94103  
Proprietary (Private) Business and Technical Schools  
(415) 541-8580  
Open Entry/Open Exit:  
<http://www.rencenter.org>  
[janet@rencenter.org](mailto:janet@rencenter.org)  
Entrepreneurship/Entrepreneurial Studies

#### **San Francisco State University**

1600 Holloway Avenue  
San Francisco CA 94132  
Public 4- or more year Colleges and Universities,  
including all Graduate and Professional Schools  
Counseling  
(415) 338-1111  
(415) 338-6922  
<http://www.sfsu.edu>  
[ugadmit@sfsu.edu](mailto:ugadmit@sfsu.edu)  
Training Program(s):  
Public Administration  
Sales, Distribution, and Marketing Operations,  
General  
Real Estate  
Business Administration and Management, General

## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **REAL ESTATE SALES AGENTS**

(CONTINUED) . . .

#### **San Francisco State University**

425 Market Street  
San Francisco CA 94105  
Public 4- or more year Colleges and Universities,  
including all Graduate and Professional Schools  
Counseling  
(415) 405-7700  
(415) 338-7290  
<http://www.cel.sfsu.edu>  
[sfsucel@sfsu.edu](mailto:sfsucel@sfsu.edu)  
Training Program(s):  
Sales, Distribution, and Marketing Operations,  
General  
Business, Management, Marketing, & Related  
Support Services, Other  
Hospitality Administration/Management, Other

#### **University of Phoenix**

185 Berry Street  
China Basin Landing, Lobby Three  
San Francisco CA 94107  
Private 4- or more year Colleges and Universities,  
including Graduate  
Counseling  
(800) 495-3370  
(415) 495-3505  
<http://www.phoenix.edu>  
[jkempton@apollogrp.edu](mailto:jkempton@apollogrp.edu)  
Business Administration and Management, General

#### **University of San Francisco**

2130 Fulton Street  
San Francisco CA 94117-1080  
Private 4- or more year Colleges and Universities,  
including Graduate and Professional Schools  
Counseling  
(415) 422-5555  
(415) 422-2217  
<http://www.usfca.edu>  
Non-Profit/Public/Organizational Management  
Public Administration

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### **SECRETARIES, EXCEPT LEGAL, MEDICAL AND EXECUTIVE**

#### **City College of San Francisco**

Main Campus  
50 Phelan Avenue  
San Francisco CA 94112-1899  
(11 campuses in San Francisco)  
Community Colleges  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
[advisor@ccsf.org](mailto:advisor@ccsf.org)  
Administrative Assistant and  
Secretarial Science, General

#### **Heald College Schools**

350 Mission Street  
San Francisco CA 94105-  
Proprietary (Private) Business  
and Technical Schools  
(415) 808-3000  
(415) 808-3005  
<http://www.heald.edu>  
Administrative Assistant and  
Secretarial Science, General

#### **L.E.N. Business and Language Institute**

1254 Market Street, Suite 200  
San Francisco CA 94102  
Proprietary (Private) Business  
and Technical Schools  
(415) 252-9059  
(415) 252-0360  
<http://www.leninstitute.com>  
[leninst@earthlink.net](mailto:leninst@earthlink.net)  
Administrative Assistant and  
Secretarial Science, General  
Administrative Assistant and  
Secretarial Science, General

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## TRAINING PROVIDERS AND SCHOOLS IN SAN FRANCISCO

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### **WAITERS AND WAITRESSES . . .**

#### **California Culinary Academy**

625 Polk Street  
San Francisco CA 94102  
Proprietary (Private) Business and Technical Schools  
(800) 229-2433  
(415) 771-2194  
[http://www.baychef.com/  
admissions@baychef.com](http://www.baychef.com/admissions@baychef.com)  
Food Service, Waiter/Waitress, & Dining Room  
Management/Manager

#### **Delancey Street Academy**

600 Embarcadero  
San Francisco CA 94115  
Other Education  
(415) 957-9800  
Open Entry/Open Exit:  
<http://www.citysearch7.com>  
Food Service, Waiter/Waitress, & Dining Room  
Management/Manager

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### **WELDERS, CUTTERS, SOLDERERS AND BRAZERS . . .**

#### **City College of San Francisco**

Main Campus  
50 Phelan Avenue  
San Francisco CA 94112-1899  
(11 campuses in San Francisco)  
Community Colleges  
(415) 239-3000  
(415) 239-3936  
<http://www.ccsf.org>  
Welding Technology/Welder

#### **Delancey Street Academy**

600 Embarcadero  
San Francisco CA 94115  
Other Education  
(415) 957-9800  
Open Entry/Open Exit:  
<http://www.citysearch7.com>  
Welding Technology/Welder

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## OCCUPATIONS SURVEYED IN SAN FRANCISCO

Occupation Title	Year	OES / <b>SOC</b> Code <sup>†</sup>
Accountants & Auditors	2000	211140
Administrative Assistants	2000	169167997
<b>Advertising Sales Agents</b>	<b>2003</b>	<b>413011</b>
Architects, Except Landscape & Marine	2002	223020
Automotive Body and Related Repairers	2002	853050
Automotive Mechanics	1995	853020
Baggage Porters & Bellhops	1998	680230
Bicycle Repairers	1993	859510
Bill & Account Collectors	1998	535080
Billing, Cost & Rate Clerks	1995	553440
Billing, Posting & Calculating Machine Operators	1998	560020
Bookkeeping, Accounting, & Auditing Clerks, Including Bookkeepers	2000	553380
Bread & Pastry Bakers	1994	650210
<b>Broadcast Technicians</b>	<b>2003</b>	<b>274012</b>
Cabinetmakers & Bench Carpenters	1997	893110
Carpenters	1998	871020
Carpet Installers	1998	876020
Cashiers	2002	490230
Child Care Workers	2002	680380
Civil Engineering Technicians & Technologists	1991	225020
Computer Aided Design (CAD Technicians)	1999	3362999
Computer Animators	1996	30064998
Computer Engineers	1995	221270
Computer Network Techs	1996	33162996
Computer Operators	1996	560110
Computer Programmers	1997	251051
Computer Support Specialists	1999	251040
<b>Concierges</b>	<b>2003</b>	<b>396012</b>
<b>Cooks, Institution and Cafeteria</b>	<b>2003</b>	<b>352012</b>
<b>Cooks, Restaurant</b>	<b>2003</b>	<b>352014</b>
<b>Cooks, Short Order</b>	<b>2003</b>	<b>352015</b>
Counter and Rental Clerks	2002	490170
<b>Customer Service Representatives</b>	<b>2003</b>	<b>434051</b>
Data Entry Keyers, Except Composing	1995	560170

## OCCUPATIONS SURVEYED IN SAN FRANCISCO

Occupation Title	Year	OES / <b>SOC</b> Code <sup>†</sup>
Data Processing Equipment Repairers	2002	857050
<b>Dental Assistants</b>	<b>2003</b>	<b>319091</b>
<b>Dental Hygienists</b>	<b>2003</b>	<b>292021</b>
Dental Laboratory Technicians, Precision	1994	899210
Dining Room & Cafeteria Attendants, Bartender Helpers	1996	650140
Dispatchers, Except Police, Fire & Ambulance	1998	580050
Drafters	2002	225140
Electric Home Appliance and Power Tool Repairers	2002	857110
Electrical & Electronic Engineering Technicians	1992	225050
Electricians	1999	872020
Emergency Medical Technicians-Paramedic, EMT-P	1991	325083
Emergency Medical Techs-I	1991	325081
Employment Interviewers-Private or Public Employment Service	2000	215080
<b>Employment, Recruitment and Placement Specialists</b>	<b>2003</b>	<b>131071</b>
<b>Fabric and Apparel Patternmakers</b>	<b>2003</b>	<b>516092</b>
File Clerks	1998	553210
Financial Analysts, Statistical	1999	253150
Financial Planners	1993	430142
<b>Floral Designers</b>	<b>2003</b>	<b>271023</b>
Food Preparation Workers	2000	650380
Food Service Managers	2000	150261
Gardeners, Groundskeepers	1996	790300
General Office Clerks	2000	553470
Graphic Designers	1999	141061998
Guards & Watch Guards	2000	630470
Guides	1998	680170
Hairdressers, Hairstylists & Cosmetologists	1996	680050
Heating, Air Conditioning, Refrigeration Mechanics & Installers	2002	859020
Home Appliance & Power Tool Repairers	1996	857111
Home Health Aides	2002	660110
Host & Hostesses, Restaurant, Lounge or Coffee Shop	1996	650020
Hotel Desk Clerks	2000	538080
Instructional Aides	2002	315211
Insurance Adjusters, Examiners and Investigators	2002	533020

## OCCUPATIONS SURVEYED IN SAN FRANCISCO

Occupation Title	Year	OES / <b>SOC</b> Code <sup>†</sup>
Insurance Claims Clerks	1994	533110
Internet Web Site Designers/Developers (Webmasters)	2000	31064999
<b>Janitors and Cleaners, except Maids and Housekeeping Cleaners</b>	<b>2003</b>	<b>372011</b>
Kindergarten Teachers	1995	313022
Laborers, Landscaping and Groundskeeping	2002	790410
Legal Secretaries	2002	551020
Librarians, Professional	1993	315020
Library Assistants and Bookmobile Drivers	2002	539020
Licensed Vocational Nurses	2000	325050
Loan and Credit Clerks	2002	531210
Loan Officers & Counselors	1999	211080
Lodging Managers	1997	150262
<b>Maids &amp; Housekeeping Cleaners</b>	<b>2003</b>	<b>372012</b>
Mail Machine Operators, Preparation & Handling	1992	560080
Managers, Retail Store	1999	185167999
Marketing, Advertising, & Public Relations Managers	2000	130110
Medical & Clinical Laboratory Technologists	1997	329020
Medical and Clinical Laboratory Assistants	2002	329050
Medical Assistants, Doctor's Office	1996	660050
Medical Records Technicians	1998	329110
Multimedia Specialists	1999	30064996
<b>Network and Computer Systems Administrators</b>	<b>2003</b>	<b>151070</b>
Network Professionals	1999	31132999
New Accounts Clerks	1998	531050
Nurse Aides	2000	660080
Occupational Therapists	1999	323050
Office Machine and Cash Register Servicers	2002	859260
Offset Lithographic Press Setters & Set-up Operators	1998	925120
Opticians - Dispensing and Measuring	2002	325140
Order Clerks - Materials, Merchandise and Service	2002	553230
Painters, Paperhangers, Construction & Maintenance	1998	874020
<b>Paralegals and Legal Assistants</b>	<b>2003</b>	<b>232011</b>
Paralegal Personnel	1998	283050
Parking Lot Attendants	2000	978080



## OCCUPATIONS SURVEYED IN SAN FRANCISCO

Occupation Title	Year	OES / <b>SOC</b> Code <sup>†</sup>
Patternmakers, & Layout Workers, Fabric & Apparel	1999	895020
Payroll & Timekeeping Clerks	1997	553410
Personnel Clerks (except Payroll and Timekeeping)	2002	553140
Pharmacists	1994	325170
Pharmacy Assistants	1997	N/A
Pharmacy Technicians	1997	325180
Phlebotomists	1997	79364999
Physical Therapists	1999	323080
Physical Therapy Aides	1999	660172
Physical Therapy Assistants	1999	660171
Physicians' Assistants	1994	325110
<b>Plumbers, Pipefitters and Steamfitters</b>	<b>2003</b>	<b>472152</b>
Preschool Teachers	1995	313021
Printing Press Machine Operators & Tenders	1995	925430
Production, Planning and Expediting Clerks	2002	580080
Property & Real Estate Managers & Administrators	1997	150110
<b>Purchasing Managers</b>	<b>2003</b>	<b>113061</b>
Radiologic Technologists, Diagnostic	1995	329210
<b>Real Estate Sales Agents</b>	<b>2003</b>	<b>419022</b>
Real Estate Appraisers	1999	430110
Real Estate Appraisers	1999	430110
Real Estate Brokers	1999	430050
Real Estate Clerks	1999	539140
Real Estate Sales Agents	1999	430080
Receptionists & Information Clerks	2000	553050
Registered Nurses	2000	325020
Reservation & Transportation Ticket Agents	1995	538050
Sales Agents & Placers, Insurance	1997	430020
Sales Agents, Advertising	1996	430230
Salespersons - Retail (except Vehicle Sales)	2002	490112
Salespersons, Parts	1999	490140
Secretaries, Except Legal & Medical	2000	551080
<b>Secretaries, Except Legal, Medical and Executive</b>	<b>2003</b>	<b>436014</b>
Secretaries, Legal	1998	551020

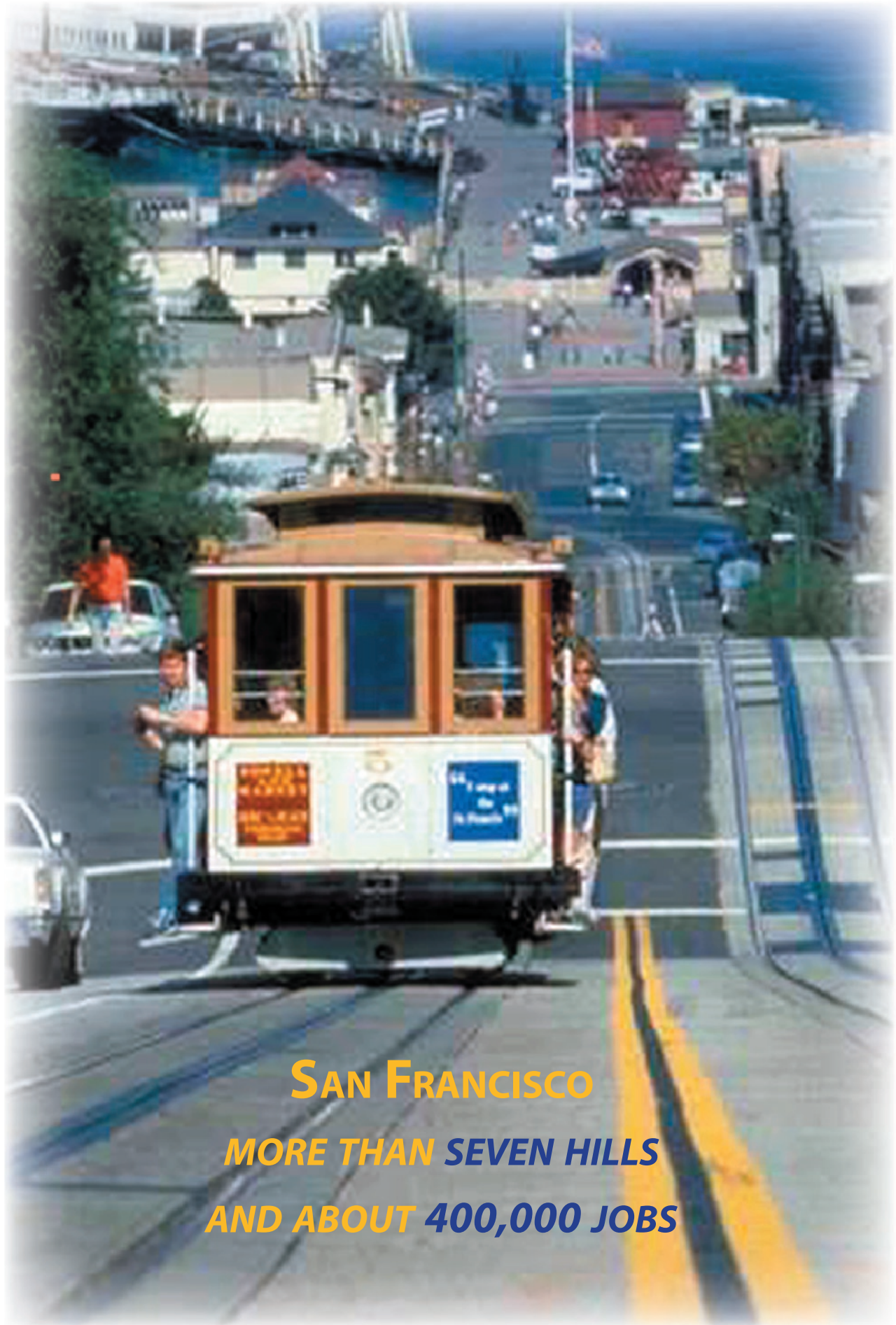
## OCCUPATIONS SURVEYED IN SAN FRANCISCO

Occupation Title	Year	OES / <b>SOC</b> Code <sup>†</sup>
Secretaries, Medical	1995	551050
Securities Brokers	1993	430141
Social Workers, Medical & Psychiatric	1999	273020
Social Workers, Except Medical & Psychiatric	2000	273050
Stationary Engineers	1996	950320
Stock Clerks, Sales Floor	2002	490210
Stock Clerks-Stockroom, Warehouse, & Storage Yard	2000	580230
Surgical Technicians	1997	329280
Switchboard Operators	1998	571020
Systems Analysts-Electronic Data Processing	2000	251020
Taxi Drivers & Chauffeurs	1998	971140
Teachers, Elementary Schools	2002	313050
Teachers, Preschool	1999	313030
Teachers, Secondary School	1995	313080
Teachers, Special Education	1997	313110
Technical Writers	1997	340050
Tellers	1997	531020
Traffic, Shipping, & Receiving Clerks	1999	580280
Travel Agents	1996	430210
Truck Drivers, Light, Including Delivery & Route Drivers	1997	971050
Typists, Including Word Processing	1995	553070
Veterinary Technicians & Technologists	1994	329510
Vocational & Educational Counselors	1999	315140
<b>Waiters &amp; Waitresses</b>	<b>2003</b>	<b>353031</b>
Welders & Cutters	1998	939140
<b>Welders, Cutters, Solderers, and Brazers</b>	<b>2003</b>	<b>514121</b>
Wholesale & Retail Buyers, Excluding Farm Products	1992	213020

<sup>†</sup> For the 2003 CCOIS program the method of categorizing occupations used is the Standard Occupational Classification (SOC) system developed by the Bureau of Labor Statistics (BLS), U.S. Department of Labor ([www.bls.gov/soc](http://www.bls.gov/soc)). The SOC system is used to study nationwide staffing patterns within industries; it contains over 820 occupational categories, split into 23 major groups, 96 minor groups and 449 broad occupations. ◀

For the occupations prior to 2003, titles are based on the CCOIS version of the Occupational Employment Statistics (OES) classification system ([www.bls.gov/oes](http://www.bls.gov/oes)). This system groups all jobs in the labor market into about 700 occupations and is closely matched to other sources of occupational data at the state and national levels. ◀

Complimentary copies of occupations surveyed in San Francisco may be obtained from  
**The Private Industry Council of San Francisco, Inc., 745 Franklin Street, Suite 200, San Francisco CA 94102**  
 E-mail: 411@picsf • Phone: 415.923.4003 • Fax: 415.923.6966 • [www.picsf.org/research/research.htm#Outlook](http://www.picsf.org/research/research.htm#Outlook)



**SAN FRANCISCO**  
**MORE THAN SEVEN HILLS**  
**AND ABOUT 400,000 JOBS**

# SAMPLE QUESTIONNAIRE . . .



ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

**Please return completed responses to**

The Private Industry Council of San Francisco – LMI Coordinator  
1650 Mission Street, Suite 300, San Francisco CA 94102  
Phone 415.431.8700 Fax 415.431.8702 email lsullivan@picsf.org

Whom should we contact with any further questions?

Name

Position

Phone  Fax

**Occupation: Network and Computer Svstems Administrators**

**SOC CODE 151071**

Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet system or a segment of a network system. Maintain network hardware and software. Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. May supervise other network support and client server specialists and plan, coordinate, and implement network security measures.

Does your firm employ any individual performing the duties in the occupation described above? ☐ Yes ☐ No

If yes, please complete this survey for the occupation described. If no, please return this questionnaire to the above address.

**If your firm has multiple locations, please confine your answers to locations in San Francisco.**

1. What job title(s) does your firm use for these duties?

2. How many employees does your firm currently have in this occupation?  How many are Males  Females

2a. In this occupation, how many current employees are there; and on average, how many weekly hours do they work?

**Regular, Full Time . . .** Number of Employees  Average Weekly Hours Worked

**Regular, Part Time . . .** Number of Employees  Average Weekly Hours Worked

**Temporary/On Call . . .** Number of Employees  Average Weekly Hours Worked

**Seasonal . . .** Number of Employees  Average Weekly Hours Worked

3. In your firm, what shifts are available for this occupation? (Please check all that apply)

☐ Day ☐ Swing ☐ Graveyard ☐ Other: Please specify

4. Has your firm hired in this occupation within the last 12 months? ☐ Yes ☐ No

If yes, how many were hired to fill vacancies **resulting from promotions within your firm?**

— vacancies resulting from people in **permanent positions leaving your firm?**

— **new permanent positions** resulting from growth?

— **temporary, on call, or seasonal positions?**

5. **In this occupation during the last 12 months**, did your firm's employment ☐ Decline ☐ Remain Stable ☐ Grow

**In this occupation over the next 24 months**, do you expect employment to ☐ Decline ☐ Remain Stable ☐ Grow

6. When you hire applicants is prior experience **in this occupation** required? ☐ Yes ☐ No ☐ Not required, but preferred

If **yes** or **preferred**, how much experience **in this occupation** is required / preferred?  months.

Is experience in other occupations accepted? ☐ Yes ☐ No

Occupation(s)  Number of months

7. If prior experience is required when you hire applicants **for this occupation**, please indicate how difficult it is for your firm to find fully qualified applicants. (Please check one) Not Difficult  1  2  3  4 Difficult

8. If prior experience is **NOT** required when you hire applicants **for this occupation**, please indicate how difficult it is for your firm to find qualified applicants. (Please check one) Not Difficult  1  2  3  4 Difficult



## SAMPLE QUESTIONNAIRE . . .

9. Does your firm accept **training as a substitute** for experience in this occupation? ☐ Yes ☐ No  
If yes, how many months of training can generally be substituted? \_\_\_\_\_ months.

10. Is technical or vocational training required prior to employment **in this occupation**? ☐ Yes ☐ No  
☐ Not required, but preferred  
If yes or preferred, what kind of training is required? \_\_\_\_\_ for \_\_\_\_\_ months.

11. What is the **minimum level of education** your firm requires when hiring an applicant **in this occupation**? (Please check one)  
☐ Less than high school diploma ☐ High school diploma or equivalent ☐ Associate Degree (2 year)  
☐ Bachelor Degree (4 year) ☐ Graduate Study

12. What is the usual income earned by your firm's employees in **this occupation** at the following levels of skills and experience?

	Base Wage or Salary		Other Compensation . . . Type of Compensation	
<b>New Hires, No Experience</b> (Trained or No Training)	\$ _____	<input type="checkbox"/> Hour	\$ _____	<input type="checkbox"/> Commission
<b>New Hires Experienced</b>	\$ _____	<input type="checkbox"/> Week	\$ _____	<input type="checkbox"/> Tips
<b>Experienced Employees</b>	\$ _____	<input type="checkbox"/> Month	\$ _____	<input type="checkbox"/> Bonus
After Three Years With Your Firm	\$ _____	<input type="checkbox"/> Year	\$ _____	<input type="checkbox"/> Piece Rate
				<input type="checkbox"/> Other - specify _____

13. Are the wages for employees **in this occupation** subject to a collective bargaining or union agreement? ☐ Yes ☐ No  
If yes, what is the name of the union or local number? \_\_\_\_\_

14. Please check which benefits your firm offers full-time ( **FT** ) and part-time ( **PT** ) employees in this occupation and that best describes who pays them . . .

	EMPLOYER PAYS ALL		SHARED COSTS		EMPLOYEE PAYS ALL		NOT PROVIDED	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other . . .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please specify Other . . .	_____							

15. Does your firm ever **promote employees in this occupation** to higher-level positions? ☐ Yes ☐ No  
If yes, what are the titles of the positions to which they may be promoted? \_\_\_\_\_  
What skills are important for **career advancement**? \_\_\_\_\_

16. What computer software skills, if any, does your firm seek in applicants **for this occupation**? (Please check all that apply.)  
☐ None ☐ Word Processing ☐ Spreadsheet ☐ Database ☐ Desktop Publishing ☐ Other: \_\_\_\_\_  
Specify software names: \_\_\_\_\_

17. What other **new skills** are needed to perform the duties of this occupation? \_\_\_\_\_

18. When your firm hires employees **for this occupation**, which are the top **three** most successful recruitment methods?  
☐ In-house promotions or transfer ☐ Newspaper ads ☐ Internet ☐ EDD ☐ Walk-in applicants  
☐ Colleges / Universities ☐ School / program referrals ☐ Union hall referrals ☐ Employee referrals  
☐ Private employment agencies ☐ Trade journals ☐ Other - Please specify \_\_\_\_\_

19. Are you aware of any new, changing, or **emerging occupations** in your industry? ☐ Yes ☐ No  
Please specify: \_\_\_\_\_

Would you like to receive a complimentary copy of the survey results for this occupation? ☐ Yes ☐ No